

ENFIELD PRIMARY SCHOOL GRIEVANCE PROCEDURES

We aim to provide a clear procedure to enable all school stakeholders to voice their grievances and seek appropriate resolution. We acknowledge:

- Effective relationships within the school community provide the best educational opportunities;
- Our school has a responsibility to ensure that high standards of conduct are maintained by learners, parents/caregivers and staff at all times; and
- Grievances will be managed and resolved fairly and effectively in accordance with the DECD policies and procedures.

ROLES / RESPONSIBILITIES OF MEMBERS OF THE SCHOOL COMMUNITY

All members of our school community have a responsibility to contribute positively by adhering to the grievance procedures and allow time for this to occur. Support may be provided in a variety of ways including:

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| <ul style="list-style-type: none"> • Speaking to the person / people involved on your behalf • Monitoring the situation | <ul style="list-style-type: none"> • Investigation of your concerns • Acting as a mediator • Seeking other intervention / assistance |
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PROCEDURES

<u>CHILDREN with grievance will:</u>	<u>PARENTS/FAMILIES with grievance will:</u>	<u>STAFF[& VOLUNTEERS] with a grievance will:</u>
<ul style="list-style-type: none"> • Talk to the person in a respectful way – ask them to control their own behaviour. • If not resolved ask a trusted person to help. • Talk to a teacher, SSO or staff member who can help at an appropriate time. • Make a plan so the problem can be sorted out. • Make a time with the Senior Leader or Principal if things are not resolved. • Inform parents. Staff may also contact parents. • If resolved – make a positive connection or keep away. 	<ul style="list-style-type: none"> • Speak only to staff, do not approach families or other children. • Talk to the teacher/staff member about the problem at a negotiated time. • Seek to resolve it in a way that respects the needs of those involved. • If a grievance is not resolved – arrange a time to speak to one of the leadership team. • If it is still unresolved discuss the issue with the Education Director. • If it is still unresolved contact the Parent Complaint Unit (details on our website) 	<ul style="list-style-type: none"> • Use the ‘24/48 hr rule’. Talk to the person about the problem. • Seek to resolve it in a way that respects the needs of those involved. • If a grievance is not resolved speak to : <ul style="list-style-type: none"> ○ Your line manager/principal. ○ Nominated Grievance contact person. ○ Union Representative. ○ PAC [where appropriate] ○ Counselling service. • If not resolved – contact Regional Director, [in writing if desired]