



# Nuriootpa High School Grievance Procedures

Reviewed April 2015

At Nuriootpa High School we believe that it is important that all people in our community feel safe, secure, and supported. We promote open communication. We fully support the right of any member of the school community (student, parent or member of staff) to have an issue of concern and/or a grievance addressed and resolved.

The usual procedure to be followed in addressing an issue of concern or a grievance is to approach the person with whom you believe the issue exists or with whom you have a grievance. If you feel unable to do this alone it sometimes helps to have a friend or support person accompany you. If the issue is with a group or a process rather than with an individual, it should be taken up with the person responsible for the group or the process.

It is important to keep information about any issue of concern or grievance confidential. This enables everyone to be treated respectfully before, during and after the process of resolution and provides the best conditions for a satisfactory outcome.

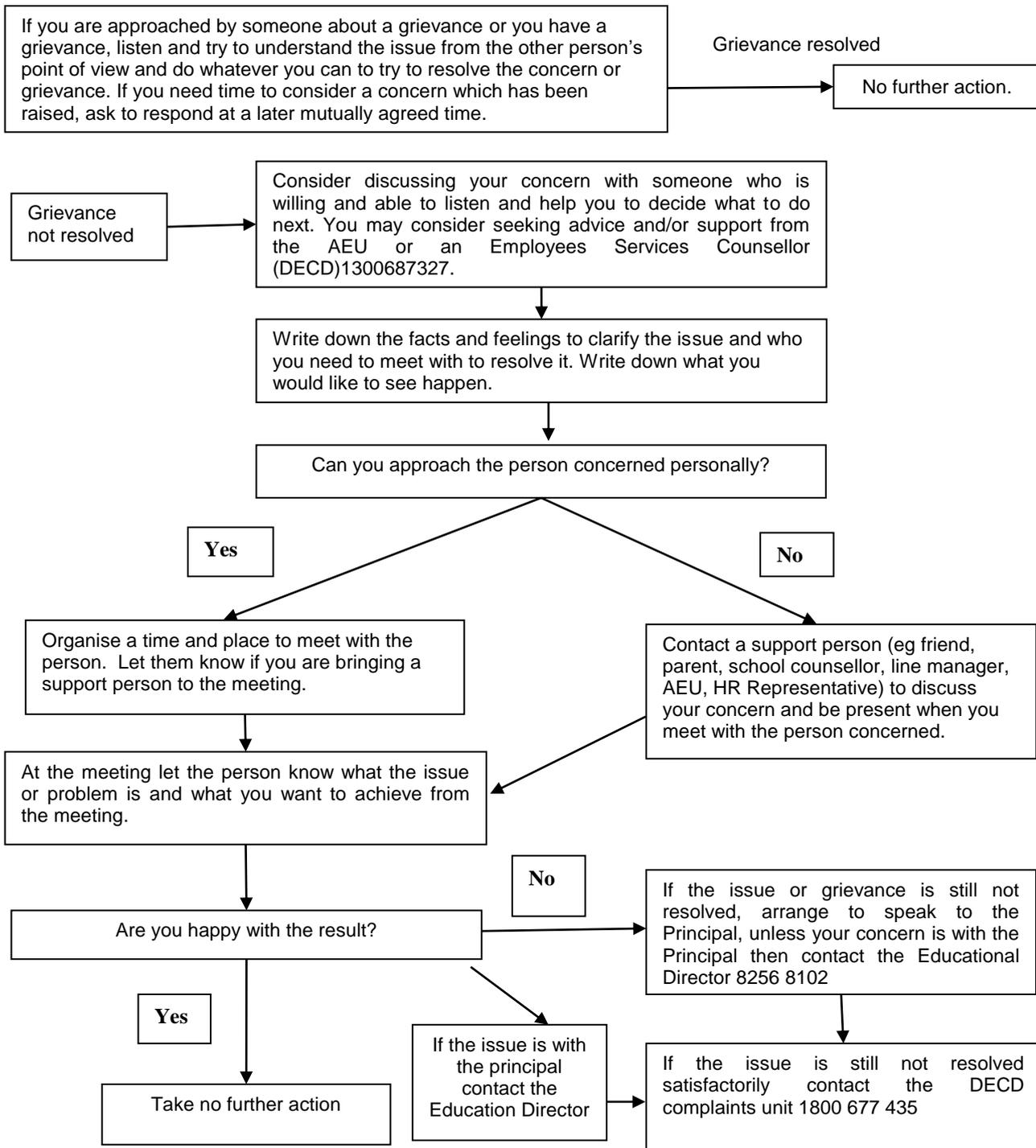
All students, parents and members of staff have a responsibility to work together to resolve issues of concern so that respectful and effective working relationships exist in this school community.

These guidelines may be helpful to students, parents and members of staff.

Students	Parents	Staff
<ol style="list-style-type: none"> <li>1. Consider discussing your concern with someone who is willing and able to listen and help you to decide what to do next. (eg. friend, teacher, school counsellor, parent, chaplain ).</li> <li>2. Arrange an appropriate time and place to speak to the person. Indicate if you have invited someone else to come with you. Let the person know it is OK for them to invite a support person to be present with them when you speak to them.</li> <li>3. At the meeting let the person know what you consider to be unjust, unfair or of concern to you. (Use "I statements" if possible rather than "you statements" in explaining your point of view). If appropriate state what you would like to happen to resolve the concern.</li> <li>4. If the grievance is not addressed or resolved satisfactorily, let the person know that you will be speaking to someone else about it.</li> <li>5. Arrange a time and place to speak to someone else who you believe can help you (eg home group teacher, counsellor, chaplain, year level manager, assistant or Deputy Principal, Principal).</li> <li>6. If the issue or grievance is still not resolved, arrange to speak to the Principal.</li> </ol>	<ol style="list-style-type: none"> <li>1. Consider discussing your concern with someone who is willing and able to listen and help you to decide what to do next.</li> <li>2. You need to identify the concern. Decide whether is it a classroom issue, yard issue, school policy, your child's behaviour, learning or wellbeing or other related issues.</li> <li>3. Who you should communicate with? Decide whether it is the home group teacher, classroom teacher, year level manager, school counsellor, assistant principal, Deputy Principal or Principal.</li> <li>4. Organise a time and place to meet with the relevant person. Indicate if you have invited someone else to come with you.</li> <li>5. At the meeting let the person know what the issue or problem is and what you want to achieve from the meeting.</li> <li>6. If the issue is not resolved satisfactorily, let the person know that you will be speaking to someone else about it.</li> <li>7. Arrange a time and place to speak to someone else who you believe can help you (eg coordinator, year level manager, Assistant or Deputy Principal, Principal).</li> <li>8. If the issue or grievance is still not resolved, contact the principal, unless your concern is with the principal then contact the Education Director.</li> <li>9. If the issue is still not resolved satisfactorily contact the DECD Parent Complaint Unit.</li> </ol>	<ol style="list-style-type: none"> <li>1. Consider discussing your concern with someone who is willing and able to listen and help you to decide what to do next. You may consider seeking advice and/or support from the AEU or an Employees Services Counsellor (DECD).</li> <li>2. You need to clarify the issue. Does it concern safety issues, promotion, personnel management, conflict, unfair treatment, parent issue, discrimination or harassment?</li> <li>3. Who should you communicate with? In the first instance, resolution of issues through personal action is encouraged. Where a staff member feels that an action is unreasonable, unfair or has an unduly negative impact on him/her as an individual or as a member of a staff group, they should take up their concerns directly with the person or persons involved.</li> <li>4. Organise a time and place to meet with the relevant person. Indicate if you have invited someone else to come with you.</li> <li>5. At the meeting let the person know what the issue or problem is and what you want to achieve from the meeting.</li> <li>6. If the issue is not resolved satisfactorily, let the person know that you will be speaking to someone else about it.</li> <li>7. You have the right to request a mediator to facilitate the process and can get support from external agencies such as the union.</li> <li>8. If the issue or grievance is still not resolved, arrange to speak to the principal, unless your concern is with the principal then contact the Regional Director.</li> <li>9. If the issue is still not resolved satisfactorily, arrange to speak to the Education Director</li> </ol>

**NURIOOTPA HIGH SCHOOL  
STAFF GRIEVANCE PROCEDURE**

Follow these steps to resolving a grievance:



**Resources:** DECS Complaint Resolution for Employees Policy and Procedure 2007  
 Guide to Resolving Grievances and Complaints for DECD Employees  
 Complaint Quick Reference Guide  
[www.decd.sa.gov.au/HR1/pages/default/docs](http://www.decd.sa.gov.au/HR1/pages/default/docs)  
[www.decd.sa.gov.au/ohs](http://www.decd.sa.gov.au/ohs)

NEXT REVIEW: JUNE 2017