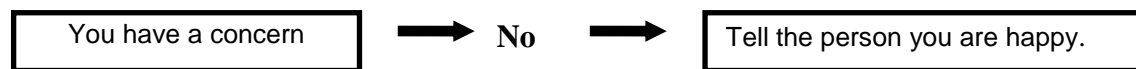


# McLaren Flat PS Grievance Policy

We can expect within our school community things will happen from time to time that cause personal concern. When this occurs it is important that the person with the concern does something about it. We have detailed in a diagram, a pathway that needs to be followed to have a concern addressed. All are encouraged to use this process. When addressing concerns, everyone should be treated with respect.



**DEFINITIONS**

A Grievance is: A cause for complaint.  
 A Complaint is: utterance of grievance  
 expression of grief  
 formal accusation  
 subject or ground of complaint

Please Note: Department for Education procedures say that in the event of an unresolved grievance between a parent and teacher the matter must be brought to the attention of the Principal/Deputy Principal. In the event of an unresolved grievance between a parent and the Principal/Deputy Principal the Education Director, should be advised.  
There is no provision for Governing Council to debate any grievance or complaint concerning either a teacher or principal.

Approach the person concerned personally.

**OR**

Speak to another person in confidence to clarify your grievance. Be clear about your concern. Approach the person you need to see.

Meet with the person. Explain your concern and together decide how best to deal with it. Agree on and take appropriate action.

Are you satisfied with the result?



Take your concern to the person next in line of responsibility.



Tell the person you are satisfied with the result.

**LINES OF RESPONSIBILITY**

Student	Parent	Parent/Teacher
↓	↓	↓
Teacher	Teacher	Principal / Deputy Principal (ph: 83830143)
↓	↓	↓
Principal / Deputy Principal	Principal / Deputy Principal	Education Director (ph: 82073700)
		↓
		Parent Complaint Unit (ph: 1800 677 435)
		DECD.parentcomplaint@sa.gov.au

POLICY SUBJECT TO REVIEW