

# Hillcrest Primary School Grievance Procedures

## STUDENTS

**Step 1:** Try and talk to the person causing you a problem. Explain the problem calmly and tell them:

- ⇒ Why you are angry, hurt or upset
- ⇒ What you believe was unjust or unfair...
- ⇒ What needs to happen to fix the problem...

**Step 2:** If the problem is not resolved, ask a teacher for help. Explain the problem calmly and tell them:

- ⇒ Who was involved...
- ⇒ What happened...
- ⇒ What you believe was unjust or unfair...
- ⇒ What needs to happen to fix the problem...

Discussing your concerns with your parents or caregivers is an important part of this process but please let the school know of your problem as soon as it happens.

**Step 3:** If the problem continues, make a time to speak to the Principal, Deputy Principal, or Assistant Principal.

## STAFF

**Step 1:** Arrange a time to speak to the person concerned confidentially and in a non-confrontational manner. Grievances between individuals are to be addressed within a short timeframe (24 hours) or laid to rest.

It is inappropriate to involve others instead of, or before addressing the grievance or concern directly with the person involved. If you are unsure how to raise a grievance with someone, seek confidential advice from your line manager to support you in resolving the concern.

**Step 2:** If the grievance is not resolved, speak to a member of the School Leadership Team and ask their support in addressing the grievance. You may seek the support of an advocate or the designated contact person as can the other party but again, involving others beyond the support person is not appropriate.

**Step 3:** If you are still dissatisfied, approach the Torrens Partnership Education Director (Mr Paul Newman) who will try to resolve the situation.

*Personnel outside the school you may wish to contact for advice or support include:*

◇ *Employee Assistance Program or Manager Assist (Converge International 1300 687 327)*

◇ *Australian Education Union (AEU)*

## PARENTS & CARERS

**Step 1:** Arrange a time through the office, to speak to the appropriate staff member.

Staff cannot be interrupted during lesson times or whilst on yard duty. It is also inappropriate to speak directly to any child other than your own about a problem.

Outline what you consider to be unjust or unfair and be prepared to listen to other relevant information.

Mutually negotiate a plan of action and ensure that the plan is followed.

**Step 2:** If you feel the grievance has not been satisfactorily addressed, arrange a time to speak to someone in the School Leadership Team. Concerns about a staff member's performance must only be raised with the Principal.

**Step 3:** If you are still dissatisfied, or if your concern relates to the Principal, approach the Torrens Partnership Education Director (Paul Newman—Flinders Park 4 Portfolio) who will try to assist you to resolve the situation (8416 7333).

**Step 4:** If the problem remains unresolved, you may wish to direct your concerns to the Education Complaint Unit (see back page for contact number and website).

## Do you have any questions or concerns about school that you would like to discuss?

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We are happy to talk with you about:

- ◇ **Matters of a general school nature (curriculum, policies, school events, etc.)**
- ◇ **Personal concerns relating to your own child or children.**

Parents or caregivers are **not** to approach other students directly.

Please use the information provided in this brochure to help us appropriately resolve your issue or concern.

### CONFIDENTIALITY

Throughout this process, it is important to respect the wellbeing and privacy of others and to maintain confidentiality, particularly if the issue concerns the performance of a staff member or sensitive issues regarding other students and their families.

### CONTACT INFORMATION

To see the Principal, Deputy Principal, or teachers, please make appointments through the Front Office on 8261 2845.

Principal: Lissa Hutter

Deputy Principal: Simon Watts

Assistant Principal:  
(Num/Lit Intervention): Debbie Thorley

Torrens Partnership  
Education Director: Paul Newman  
8416 7333

Education Complaints Unit: 1800 677 435  
education.educationcomplaint@sa.gov.au

Minister for Education: 8226 1205



**Government of South Australia**  
Department for Education



**HILLCREST**  
**PRIMARY SCHOOL**  
AIMING FOR EXCELLENCE

### GRIEVANCE PROCEDURES

We believe that the school environment should be safe and supportive for all students, families and staff. As a student, staff member, parent or caregiver, your concerns or grievances will be treated seriously and respectfully.

The first step in a grievance procedure is to calmly and respectfully approach the person who knows most about your concern.

However if you feel unable to do this or if there is not a satisfactory resolution to the problem, this policy brochure outlines a series of steps you may choose to follow.