



# Lameroo Regional Community School

## 2018 School Community Grievance Procedure

### Lameroo Regional Community School values:

Responsibility, Honesty, Respect, Trust, Equality

The following procedures are designed to assist in the resolution of grievances for all parties concerned. It is an expectation all people are treated with respect at all times.

Personal matters, where practicable and appropriate, are to be made directly and confidentially with the person involved. It is recommended the following guidelines be used in the event of a grievance.

STUDENTS	FAMILIES	STAFF
<ul style="list-style-type: none"> <li>Talk to the person about the grievance.</li> <li>Allow reasonable time for the grievance to be addressed.</li> </ul>	<ul style="list-style-type: none"> <li>Arrange a time to speak directly to the person concerned. <i>In the majority of cases this will be the class teacher and / or subject teacher.</i></li> <li>Allow reasonable time for the grievance to be addressed.</li> </ul>	<ul style="list-style-type: none"> <li>Arrange a time to speak directly to the person concerned.</li> <li>Allow reasonable time for the grievance to be addressed.</li> </ul>
<p>If the grievance is not resolved:</p> <ul style="list-style-type: none"> <li>Seek support from a trusted adult at school. <i>Is your class teacher aware of this situation?</i></li> </ul>	<p>If the grievance is not resolved:</p> <ul style="list-style-type: none"> <li>Contact the Leader in the area concerned.</li> </ul> <p><u>Primary:</u> Deputy Principal <u>Secondary:</u> Secondary School Leader <u>Student Wellbeing:</u> Wellbeing Leader</p>	<p>If the grievance is not resolved:</p> <ul style="list-style-type: none"> <li>Contact your Line Manager.</li> <li>Refer to Principal</li> </ul>
<p>If the grievance is not resolved:</p> <ul style="list-style-type: none"> <li>Seek support from a trusted adult at home. <i>Is your family aware of this situation?</i></li> </ul>	<p>If the grievance is not resolved:</p> <ul style="list-style-type: none"> <li>Contact school Principal.</li> </ul>	<p>If the grievance is not resolved:</p> <ul style="list-style-type: none"> <li>Contact site nominated grievance contact.</li> <li>Raise the grievance in writing with the PAC (where appropriate).</li> <li>Seek support through the Employee Assist Program <a href="http://eapassist.com.au/">http://eapassist.com.au/</a></li> </ul>
<p>If the grievance is not resolved:</p> <ul style="list-style-type: none"> <li>Seek support from a member of the school Leadership Team.</li> </ul>	<p>If the grievance is not resolved:</p> <ul style="list-style-type: none"> <li>Contact the Coorong Mallee Education Director through the Murray Bridge</li> <li>Education Office on 8532 0700</li> </ul>	<p>If the grievance is not resolved:</p> <ul style="list-style-type: none"> <li>Contact the Coorong Mallee Education Director through the Murray Bridge Education Office on 8532 0700</li> </ul>

Note: It is recommended parents/carers with a grievance about school policy;

- Arrange a meeting time with the Principal to discuss the concern
- Allow reasonable timeframe for issue to be addressed
- If the issue remains unresolved please refer to the Education Director of the Coorong Mallee Partnership – Murray Bridge Education Office - 8532 0700

Reviewed June 2018  
New Review Date: June 2020