



Grievance Procedures

It is not uncommon for individuals to have issues with others, which cause them some concern (this may be in the form of harassment, work place practises). All individuals are requested to take up the issue with the person concerned in a calm and civil manner as the first step to resolution. After this, it may be necessary to seek assistance or advice from a senior staff member. It is expected that all staff will behave in a professional manner in this regard.

Everyone should be treated with respect, and must have the right to a fair hearing when dealing with grievance issues. Discussions should be suspended if any person behaves in an insulting or offensive manner.

Below is an outline of the suggested practice for dealing with grievances: -

STUDENTS with a grievance must

- Talk to the person about the problem
- Talk to a teacher or SSO about the problem at an appropriate time
- If individuals feel uncomfortable, they can speak or be supported by someone 'who you feel comfortable with'
- If the issue is unresolved speak to your parents/caregiver

PARENTS/CARGIVERS with a grievance must

- Arrange a time to speak to the relevant teacher (s) about the problem
- Not enter the school classrooms with grievance issues
- See the Principal or front office staff about a major grievance to arrange an appropriate time to discuss the grievance issue
- Let the teacher know what you consider to be the grievance issue
- Allow a reasonable time frame for the grievance issue to be addressed
- Arrange a time to speak with the Principal, if the grievance is not addressed
- If you are still unhappy, please arrange a time to discuss the grievance issue with the Regional Director or Assistant Regional Director

STAFF with a grievance must

- Arrange a time to speak to the person concerned
- Allow a reasonable time for the issue to be addressed
- If the grievance is not resolved, speak to:
 - Your Principal
 - AEU Representative
 - PAC (where appropriate)
- Ask for their support in addressing the grievance by:
 - Speaking to the person involved on your behalf
 - Monitoring the situation
 - Investigating your concern
 - Acting as a mediator
- If the issue is not resolved within a reasonable time, arrange a time to speak to your Regional Director or Assistant Regional Director.