

Wandana

Preschool- Yr7

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GRIEVENCE PROCEDURES/COMPLAINTS POLICY

At Wandana we support the right of any member of the school community to have issues and concerns addressed.

The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. When raising a concern staff, parents and students are expected to: treat each other with respect, courtesy and maintain confidentiality; raise the concern as soon as possible; provide complete and factual information; act in good faith to achieve an outcome acceptable to all parties; have realistic and reasonable expectations about the course of action required to resolve the concern.

STUDENTS	PARENTS	STAFF
<ul style="list-style-type: none"> • arrange a time to speak to the person concerned • let the person know what you consider to be your concern • if the grievance is not addressed let the person know you will be speaking to someone else • arrange a time to speak to someone in the school leadership team e.g. Assistant Principal, Principal • discussing your concern with your parents is an important part of this process 	<ul style="list-style-type: none"> • arrange a time to speak to the person concerned • let the person know what you consider to be your concern • if the grievance is not addressed let the person know you will be speaking to someone else • arrange a time to speak to someone in the school leadership team, e.g. Assistant Principal, Principal. • If you are still dissatisfied approach the Regional Director or Assistant Regional Director who will try to assist you to resolve the situation. 82568111 • If you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit 1800 677 435 or email at DECD.ParentComplaint@sa.gov.au 	<ul style="list-style-type: none"> • arrange a time to speak to the person concerned • if the grievance is not addressed speak to your line manager or trusted colleague and ask for their support in addressing the grievance by speaking to the person involved. • if the grievance has still not been resolved speak to someone in the leadership team. • if you are still dissatisfied approach the Regional Director or Assistant Regional Director who will try to assist you to resolve the situation. • Staff will record all complaints and subsequent follow up.

