

Grievance Policy

Implementation:

Guidelines:

The following guidelines are a joint collaborative effort developed by Jackson staff and School Council to outline ways through which parents may raise issues or concerns regarding their child's education. We believe that such issues or concerns are most effectively dealt with if they are raised in the following ways.

All personal matters such as concerns regarding student, parent or staff relationships should be raised directly with the school through the classroom teacher, Assistant Principal of the department in a confidential manner.

General school matters such as timing of sports days, parent/teacher interviews or comments about policies like the camping policy are most appropriately raised with members of the School Council, staff or the members of the Principal Class Team.

The following guidelines may assist you if you have a concern:

1. Make an appointment to talk to the classroom or specialist teacher involved. (This makes the most productive use of the time available – when the teacher is free to give you his/her full attention.) If you consider the issue you have raised is still unresolved – it is important that you state this to the teacher at the conclusion of the meeting.
2. If the issues are not resolved, make an appointment with the appropriate Assistant Principal (ph. 9366 4322). Let them know what you wish to discuss at the meeting as this will facilitate the process.

3. Meet with the Assistant Principal. To reach final resolution you may need to meet with this person on more than one occasion. Results of this meeting may include the following:
 - a) the situation is monitored
 - b) further discussions with the people involved
 - c) outside support for the child, school or family may be sought, e.g. social worker, guidance officer, paediatrician.
4. If you are dissatisfied with the outcome of the meeting, make a time to meet the Principal. Meetings can be scheduled by contacting the Office Manager Anna Jusup.
5. If you are still dissatisfied with these outcomes of the meeting, phone or write to the Principal again to air your concerns. If the School does not receive further information, it is reasonable for the issue to be considered resolved.
6. If after steps 1 – 5 you are still dissatisfied, approach the Regional Office on 9291 6500 to resolve the situation further. The expectation of the Department of Education and Early Childhood Development will be that the above steps have been followed.

It is important that grievances are kept confidential and although at times you may wish to seek support from friends or an advocate, it is very important to do this wisely. When the matter is discussed with a student present, it is important that the student understands that you have confidence that the issue will be resolved confidentially, at the school level. Criticism of the school (ie. Program and staff) does not support the child's education as it undermines trust and confidence. The school can best deal with issues that are raised in the ways outlined above.

Grievance Procedures for Parents/Carers

Step 1. Make an appointment to meet with the teacher.

Step 2. If the issue is unresolved, make an appointment with an Assistant Principal (ph. 9366 4322).

Step 3. To reach final resolution you may need to meet with the Assistant Principal on more than one occasion.

Step 4. Make an appointment with the Principal via the Office Manager.

Step 5. If you are still dissatisfied phone or write to the Principal.

Step 6. After steps 1-5, if the matter is not resolved, then the issue can be raised with the Regional Office on 9291-6500.

Evaluation:

This policy will be reviewed every 3 years or more often if necessary due to changes in regulations or circumstances.

Ratified by School Council: _____

Review Date: _____

School Council President

Jackson School Principal