Good relationships within the school community give students a greater chance of success. When any member of the school community feels that an action or inaction by another member has had a negative impact on them, it is important that this perception is respected, and that the grievance is put, and responded to, in a way which not only addresses the immediate concern, but also supports the development and maintenance of good relationships. In the event of a concern or complaint, the following guidelines may be used.

For further detail refer to the Department’s document “Parent guide to raising a concern or complaint” available on our school website or DECD (Department for Education and Child Development).

Principles
- The school values of Respect, Participate and Achieve will underpin the implementation of this policy.

<table>
<thead>
<tr>
<th>STUDENTS with a concern or grievance can take the following steps</th>
<th>PARENT(S)/CAREGIVERS with a concern or grievance can take the following steps</th>
<th>STAFF with a concern or grievance can take the following steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Talk to the person about the problem.</td>
<td>1. Arrange a time to speak to the relevant teacher(s) about the problem by phone or put your concerns in writing.</td>
<td>1. Arrange a time to speak to the person concerned.</td>
</tr>
</tbody>
</table>
| 2. Talk to a teacher  
• your care group teacher  
• the counsellor  
• any teacher you feel comfortable with  
• School Pastoral Care Worker  
• the Deputy Principal OR  
• the Principal about the concern at an appropriate time. | 2. Let the teacher know what you consider to be the issue. *(Allow a reasonable timeframe for the issue to be addressed).* | 2. Allow reasonable time for the issue to be addressed. |
| 3. If you feel uncomfortable, take someone you really trust with you. | 3. If the concern or complaint is not addressed arrange a time to speak with the Sub-school Coordinator who will process the grievance. As a natural course this information is passed onto the Principal and/or Deputy Principal. You may prefer to speak to a Governing Councillor or Chairperson, School Pastoral Care Worker, or School Counsellor. Phone numbers are available at the Front Office. | 3. If the concern or complaint is not resolved, speak to –  
• Your Line Manager, Deputy Principal and/or Principal  
• With a nominated concern or grievance contact  
  - OHSW Representative  
  - Union Representative  
  - PAC (where applicable) |
| 4. If issue is unresolved, speak to your parent(s)/caregivers. | 4. If the issue is still not resolved, contact the Parent Complaint Unit of DECD, 1800 677 435 (free call). | 4. Ask their support in addressing the concern or grievance by:  
- speaking to the person involved on your behalf  
- monitoring the situation  
- investigating your concern  
- acting as a mediator |

Note: Parents or students with a concern or grievance about School Policy should:
- Arrange a meeting time with the Principal to discuss your concern.
- Allow reasonable time frame for issue to be addressed.
- If unresolved contact the Parent Complaint Unit.