

Grievance Procedures



Publication Date	October 2021
Most Recent Review Date	April 2026
Review Date	April 2028
Related Department for Education policies, procedures, guidelines, standards, frameworks	Department for Education Complaint Management Policy Department for Education Complaint Management Procedure
Related Riverbanks College B-12 policies, procedures, standards	School values
Responsibility	School Leadership and Governing Council

Rationale

At Riverbanks College B-12 we are kind and relationship driven. We understand that strong communication and positive relationships are the key to a thriving community. We will develop these relationships through living our values of kindness, grit, belonging and collaboration.

At times, as in any organisation or team, things happen that we may not all understand, agree with or are happy with. The following procedures are designed to assist in the resolution of student, parent and staff concerns and grievances in a calm and respectful manner, with a clear focus on maintaining positive working relationships and what is best for our students.

There are some grievances of a very serious nature, where a parent or student may need to approach the Principal or Deputy Principal directly, however, most grievances in a school can be resolved when you make a time to speak with someone about a grievance, it is a good idea to inform them in advance of the issue so that they are better able to provide information at the time of your meeting.

Rights and Responsibilities of All Individuals Involved

All individuals have the rights and responsibilities to:

- communicate honestly
- reflect on the issue or concern
- seek constructive solutions
- expect opinions to be heard and sought
- be supported throughout the process
- be listened to
- maintain confidentiality
- expect that agreed actions are adhered to.

If there is ever a social or community issue that arises, please do not directly approach students or families, as this sometimes inflames a situation, please notify the school and we can devise a plan of action that will support everyone involved and resolve the issues.

STUDENTS

1. If you feel comfortable enough talk directly to the person. Give yourself enough time to ensure you can talk about the issue in a calm and kind way.
 - a. tell the other person how you feel
 - b. ask them to help change the problem
 - c. if you feel that your issue has not been satisfactorily resolved, inform the person you will be speaking with someone else.
2. Talk to a teacher or a member of the school leadership team who can support you to resolve the issue through mediation.
3. Inform your parents/caregivers so that they can support and talk to your teacher or a member of leadership if necessary.

PARENTS

Please do not enter school classrooms or offices about a major grievance without prior arrangement

1. Make a time to speak with the teacher or staff member involved. Give yourself enough time to ensure you can talk about the issue in a calm and kind way.
2. Discuss your grievance and attempt to resolve the issue and make some mutual agreements moving forward.
3. If you feel that the issue has not been satisfactorily resolved, inform the teacher that you will be speaking with someone else.
4. Make an appointment to speak with a member of the school's leadership team. The most appropriate person may be a Head of School, Business Leader or Deputy Principal.
5. Discuss your grievance and attempt to resolve the issue.
6. If you feel that your issue has not been satisfactorily resolved, make an appointment to speak with the Principal.
7. If you feel that the issue has still not been satisfactorily resolved, make an appointment to speak with the Education Director.

STAFF

1. Arrange an appropriate time to speak to the person concerned. Give yourself enough time to ensure you can talk about the issue in a calm and kind way.

Focus of the conversation is to address concerns and maintain a positive professional relationship moving forward.
2. Allow reasonable time for the issue to be addressed.
3. If the grievance is not resolved speak to:
 - your Line Manager
 - a nominated grievance contact
 - WHS representative
 - Union representative
 - Personnel Advisory Committee (PAC)
 - Principal
4. Ask 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.
5. If the issue is not resolved within a reasonable time, and your principal has been involved in the process, then arrange a time to speak to the Education Director.

If You Still Have Concerns

If you are not satisfied with the way the school manages your concerns, you can raise a complaint with the Customer Feedback Unit on 1800 677 435 or at education.customers@sa.gov.au.