

## **GRIEVANCE POLICY AND PROCEDURES FOR PARENTS**

The desire of all staff at Wild Cherry School and Wild Cherry Kindergarten and Playgroup is to work cooperatively with all members of our community. We recognise that issues/concerns do arise from time to time and need to be treated appropriately. Acknowledgement and resolution of issues/concerns are managed in a timely manner.

‘School’ refers to Wild Cherry School, Wild Cherry Kindergarten and Playgroup.

‘Parents’ refers to parents, carers or guardians of families with children attending the School.

School community members can access policies and procedures via the school website and/or the School Handbook.

This policy sets out the steps the School will take for responding to issues/concerns, complaints or grievances.

### **GRIEVANCE CHARTER**

When you lodge an issue/concern or make a complaint, we will:

- outline the process for dealing with the matter
- provide you with any reasonable assistance to lodge your issue/concern
- treat you respectfully
- act impartially and objectively
- maintain confidentiality and privacy as required
- provide an indicative time for addressing your issue
- keep you informed of the progress of our matter
- when extended time is required, provide reasons for the decision
- inform you of your rights of internal or external review.

When addressing a complaint, it is expected that families and staff will:

- show respect and understanding of each other's point of view
- operate within applicable legislation
- acknowledge that their goal is to achieve an outcome acceptable to all parties
- act in good faith and in a calm and courteous manner
- recognise that all parties have rights and responsibilities which must be balanced.

## **POLICY**

When an incident occurs or an issue or concern is brought to the attention of a member of staff, the aggrieved person/s can expect acknowledgement of the issue/concern within 24hrs. A meeting will be arranged as soon as practicable to discuss the issue/concern and possible strategies. The aim is to have further conversations or a resolution to the issue/concern within a week. Use the Complaint Flowchart in Appendix 1 as a guide.

## **PROCEDURES**

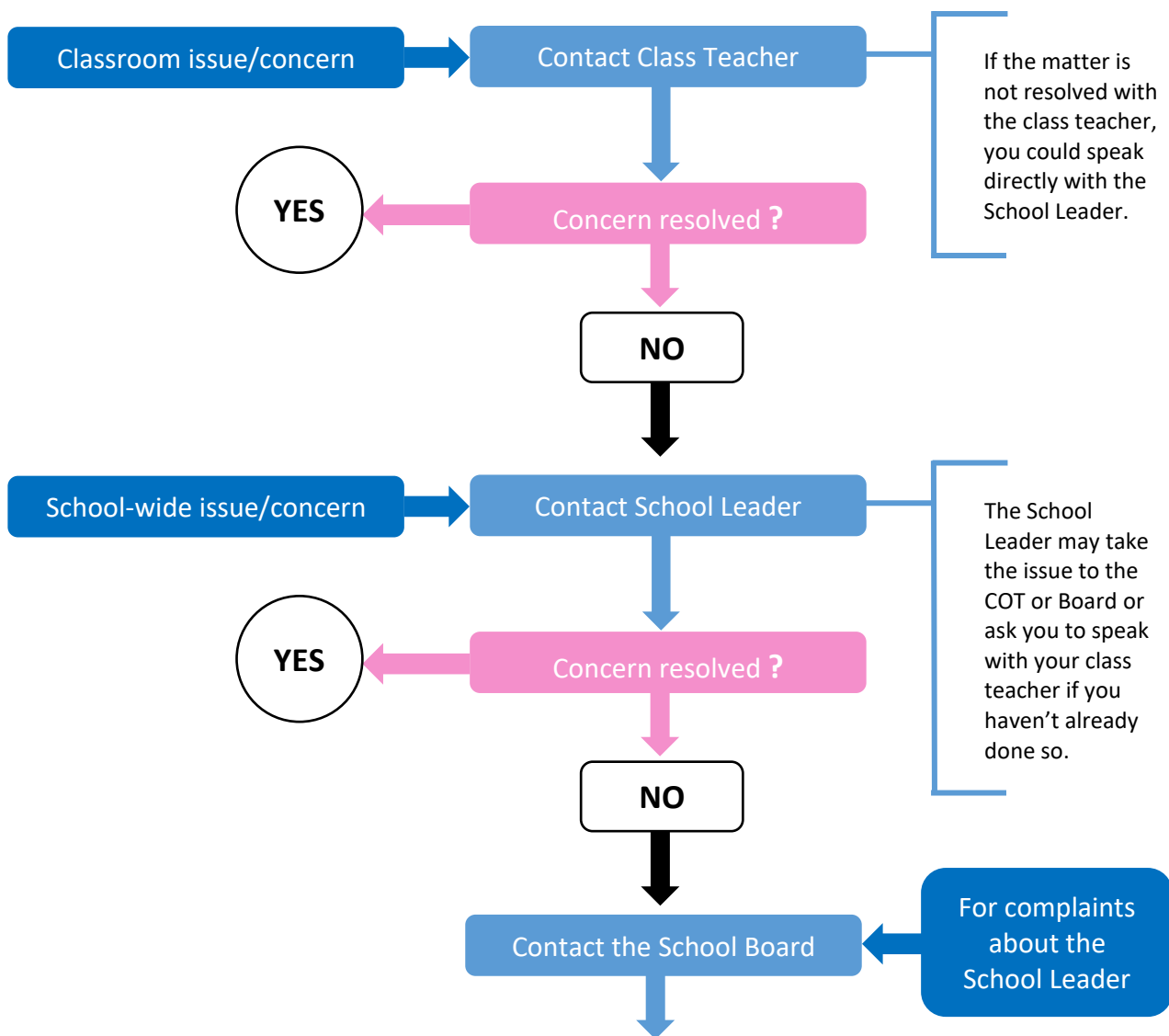
1. If your concern is regarding your child's education or well-being, the first step is to speak directly with your child's class teacher.
2. If you can't see the teacher immediately, leave a message so that you can be contacted (expect a response within 24 hrs).
3. If, after meeting with the class teacher, the problem has not been resolved, you are advised to speak with the School Leader.
4. If after following steps 1 to 3 the issue/concern is still unresolved, we ask that you put your issue/concern in writing to the School Board. See Appendix 2 - Issue/Concern Lodgement Form.
5. If your issue/concern is of a more general nature around educational issues you may address this by speaking directly with the School Leader who may take the issue/concern to the College of Teachers (COT) or to the School Board, whichever is appropriate to the nature of the issue/concern.
6. If you are experiencing issues/concerns in relation to administration or fee payments, please contact the School office to make an appointment with relevant staff for discussion. If the issue/concern remains unresolved, notify the School Leader in writing using the Issue/Concern Lodgement Form.
7. Any issues/concerns relating to the School Leader may be taken directly to the School Board using the Issue/Concern Lodgement Form.

## **AUTHORISATION**

Signature Board Secretary  
East Gippsland Steiner Education Group Inc.  
Date authorised: 17 July 2019

## COMPLAINT FLOWCHART

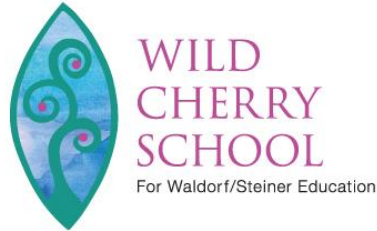
Educational or classroom concerns/issues are addressed by the class teacher in the first instance.



**The School Board will assess the complaint, which can result in any or all of the following actions:**

- Ask for more time for finding a resolution at the School
- Provide assistance to reach a resolution through an inhouse mediator
- Undertake an internal review
- Arrange for an independent external investigation/mediator

**Complaint resolved/finalised**



### ISSUE/CONCERN LODGEMENT FORM

<p>Please provide a clear description of the issue/concern that's troubling you:</p>
<p>How you have attempted to have this issue/concern resolved/addressed to date:</p>
<p>Describe any solutions that have been proposed to resolve the issue/concern that you have raised:</p>
<p>Describe the solution/outcome that you believe would best address the issue/concern that you have raised:</p>

Date lodged: ..... Lodged with:  Class Teacher: .....  School Leader  Board

Lodged by (Name): ..... Signature: .....

Followed up by: ..... Date resolved: ..... Signature: .....