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| <b>Policy Title</b>      | Grievance Policy (Parent Complaint Resolution)  |
| <b>Version No:</b>       | 2   |

## 1.0 Policy

Although we try as much as possible to keep things positive, we do realise that our College community consists of many different people who, from time to time, will have grievances. Indeed, a natural part of improvement through change is that not everyone will agree that what is happening in an organisation is for the best.

Therefore, so that we can respond effectively to such concerns, we have grievance policies for each stakeholder group within the College.

### 1.1 Policy Statement

#### **PARENT/CAREGIVER GRIEVANCE POLICY**

##### **Resolving your concerns**

At Hamilton Secondary College we value *Respect, Integrity and Excellence*. This underpins our actions and allows us to ensure a safe and supportive learning and working environment for all. We value positive relationships with all members of our school community. This means that we welcome and promote open, polite discussion of problems, issues and concerns even when there is disagreement.

#### **PARENT/CAREGIVER PROCEDURE FOR RESOLVING COMPLAINTS**

Good relationships within the College community give everyone a greater chance of success. However, in the event of a grievance, the following guidelines should be used.

Parent(s)/Caregiver(s) with a grievance or complaint can use one or more of these steps:

1. Arrange a time to speak to the relevant staff member(s) about the problem.
2. Let the teacher know what you consider to be the issue (via email, letter or diary note).
3. Allow a reasonable timeframe for the issue to be addressed. However, if the grievance is still not addressed, arrange a time to speak with the Principal or Deputy Principal or another member of the College Executive (Phone: 8275 8360).
4. If you have tried these steps and you are still unhappy, please arrange a time to discuss the issue with the Assistant Regional Director (Phone: 8207 3700).
5. After raising the matter with the Regional Office, if you are still dissatisfied with the handling of your grievance you encouraged to contact the Parent Complaint Unit via [www.decd.sa.gov.au/parentcomplaint](http://www.decd.sa.gov.au/parentcomplaint) or by phoning 1800 677 435.

The key principles of our Grievance Policy / Procedure for Resolving Complaints are:

- Every effort will be made to resolve the grievance in a confidential and timely fashion.
- Everyone should be kept informed of the progress and outcome of their complaint.
- Everyone should be treated with respect, courtesy and consideration.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.