

# ADDRESSING CONCERNS POLICY

## Vision Statement

Robe Primary School will be a positive, productive school community that inspires and supports active learning.

We will provide a caring, cohesive school environment and promote happy, healthy lifestyles.

We will strive for confidence and excellence and seize opportunities to learn.

We aim to create successful citizens and leaders.

We promote the values of

- **Respect**
- **Courage**
- **Integrity**

## Addressing concerns

In keeping with our school Vision Statement we believe that good relationships within Robe Primary School 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 him/her, 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 grievance, the following guidelines may be used. For further detail refer to DECS documents "Complaint Resolution for Employees 2007".

### As outlined by DECS, the complaint resolution process should:

- be inclusive
- focus on relationships
- clarify responsibilities and expectations of the process
- be seen as an opportunity for each party to learn

### Emphasis is placed on:

- people taking responsibility for their actions
- clarifying reasons for, and expectations about, the complaint
- using resolution approaches that are most likely to support effective working relationships
- resolving issues promptly at the local level where possible
- systemic improvement

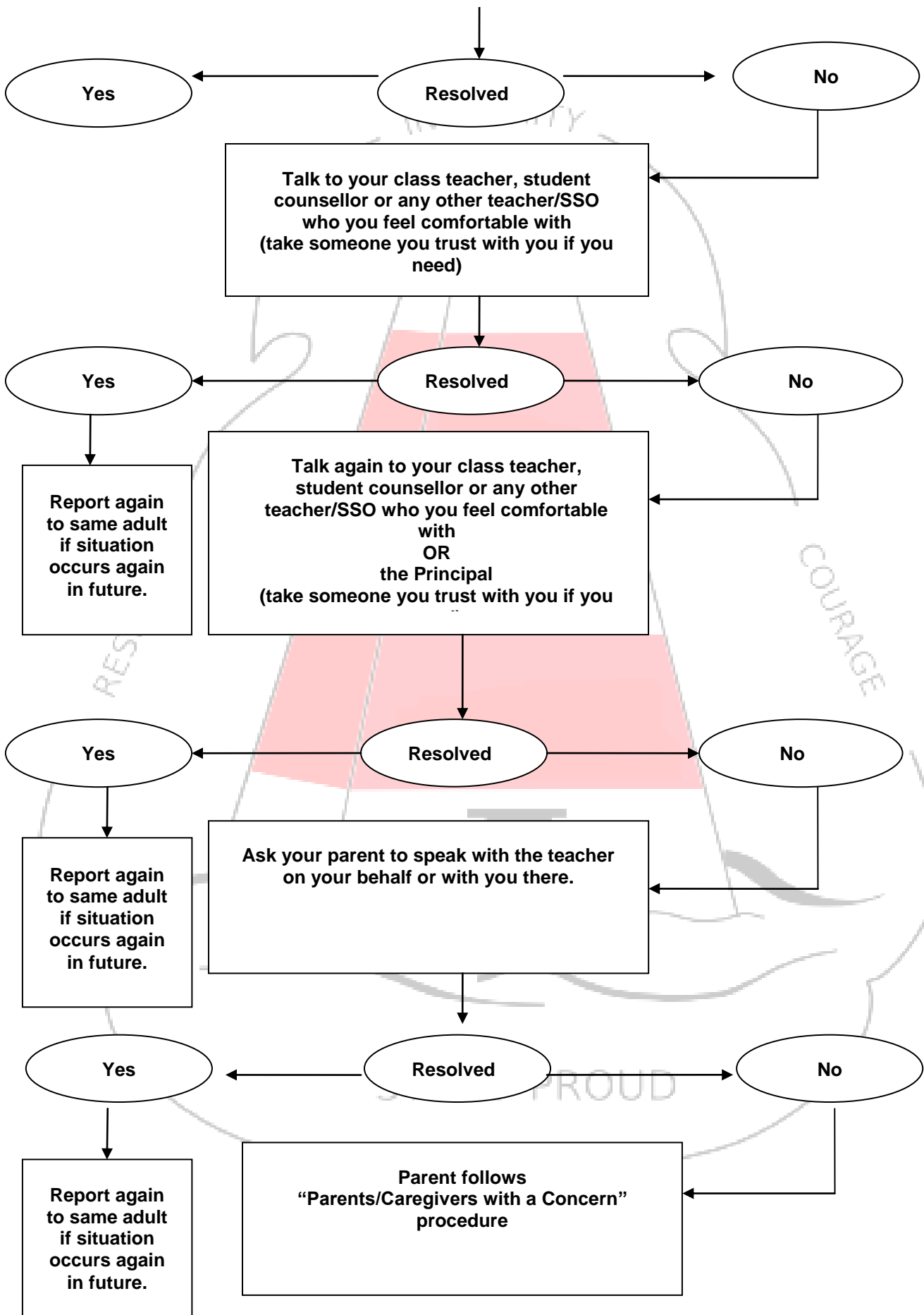
### All parties need to:

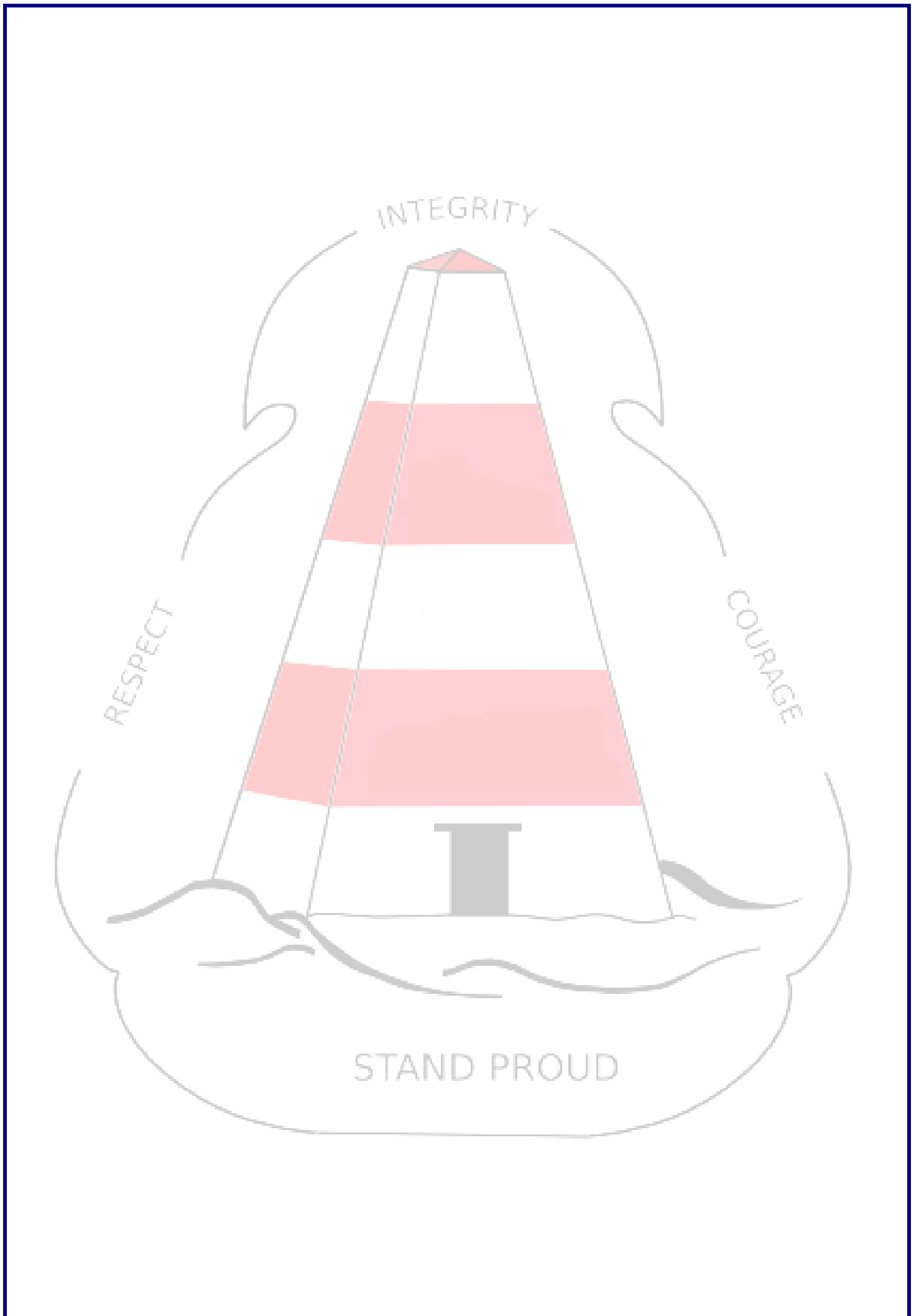
- arrange suitable meeting times to discuss a concern
- allow a reasonable time frame for an issue to be addressed
- follow the procedure as outlined without unreasonably 'skipping' steps

*Any party may request that an agreed third person be in attendance at meetings. Insulting, threatening or offensive behaviour will result in the immediate discontinuation of meetings or phone calls. Insulting, threatening or offensive written communication will not be responded to and will be filed. The Principal or District Office will then negotiate a way forward, with advice from DECS legal advisors if necessary. Staff will abide by OHSW guidelines to stay safe in all situations relating to grievances.*

### Students with a concern

Talk to the person about the problem.





INTEGRITY

RESPECT

COURAGE

STAND PROUD

## Parents/Caregivers with a Concern

Arrange a time to speak directly with the relevant teacher(s) about the problem.

Let the relevant teacher(s) know what you consider to be the issue. Explain clearly what you would like to see happen and develop a plan of action together. Allow a reasonable time for the issue to be addressed. Check again with the teacher(s) if you have concerns about the follow-up.

Yes

Resolved

No

Report again to same person if situation occurs again in future.

Talk again to the relevant teacher(s)  
**OR**  
Arrange a time to speak with the Student Counsellor  
**OR**  
Arrange a time to speak with the Principal  
Explain clearly what you would like to see happen and develop a plan of action together. Allow a reasonable time for the issue to be addressed. Check again with the teacher/counsellor/principal if you have concerns about the follow-up.

Yes

Resolved

No

Report again to same person if situation occurs again in future.

Inform the Principal that your concern still exists, clarify the issue again and develop a further plan of action.

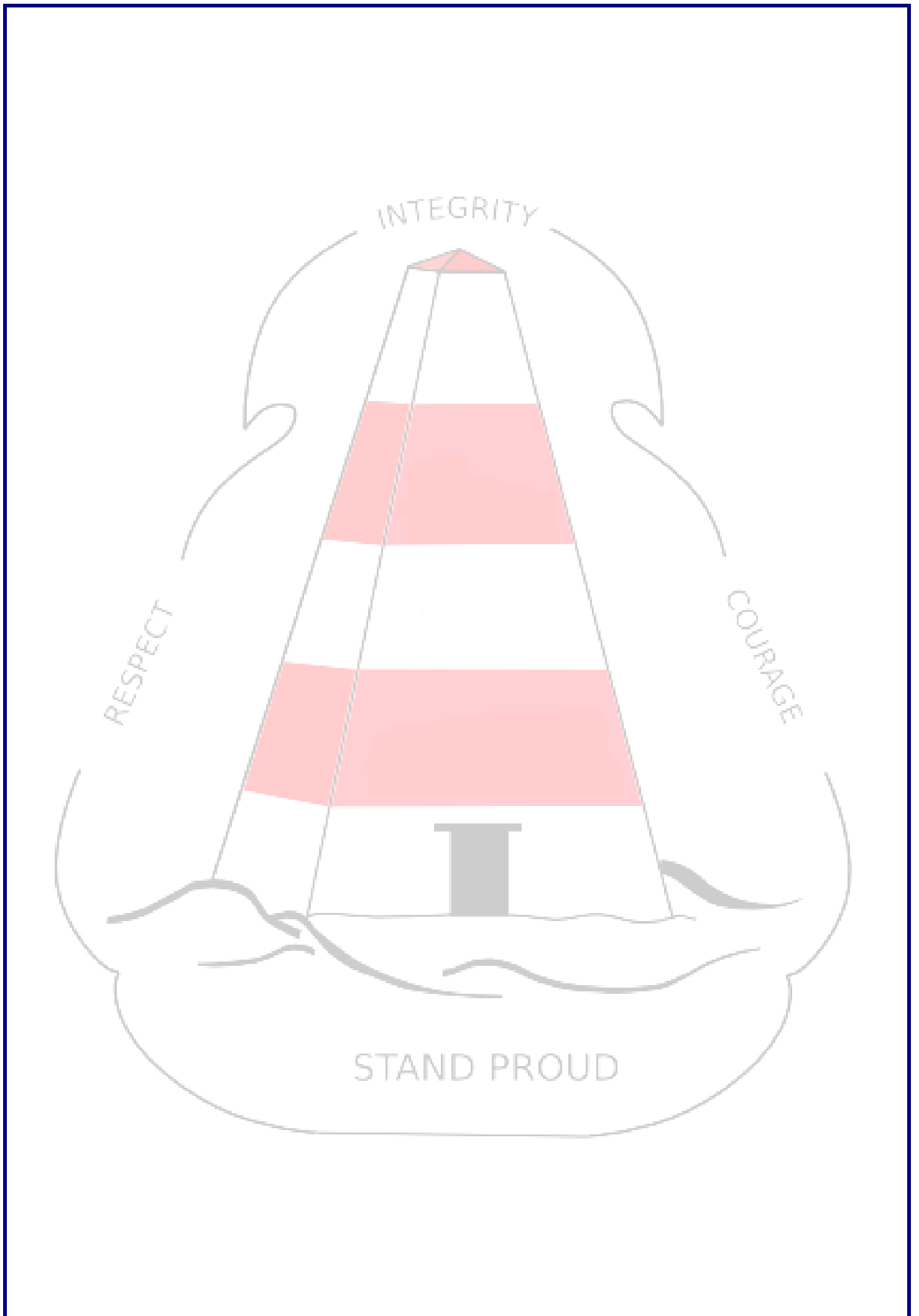
Yes

Resolved

No

Report again to same person if situation occurs again in future.

If satisfactory resolution at the school level does not occur, inform the Principal and then contact the Regional Director at the Mt Gambier Regional Education Office. The school can provide you with name and telephone number of the Regional Director.



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