

Mawson Lakes School

Grievance Procedures



At Mawson Lakes School, we believe that everyone should be treated with respect and dignity to ensure that children have the greatest chance of success. The following processes are provided to support students, parents and staff to work through any grievances that may arise.

Principles of our policy

- Confidentiality is essential
- A resolution which is satisfactory to all parties concerned will be sought
- Meetings to discuss grievances will be suspended if any person(s) behave(s) in an insulting or offensive manner

STUDENTS

with a grievance should:

1. Talk to the person about the problem. Tell them that the behaviour is not acceptable (“stop it, I don’t like it”)
2. If the issue is unresolved, talk to a staff member about the problem.
3. If the issue is still unresolved, speak to your parent(s) caregivers so that they can support you to resolve your grievance.

PARENTS

with a grievance should:

1. Arrange a time to speak to the relevant teacher(s) about the problem. (Please Do Not enter school classrooms or offices about a major grievance to see staff without prior arrangement.)
2. Let the teacher know what you consider to be unjust or unfair.
3. Allow a reasonable timeframe for the issue to be addressed.
4. If the grievance is not addressed, arrange a time to speak with a member of the School Leadership Team.
Ph: 8260 1681
Em: dl.0987.support@schools.sa.edu.au
5. If the grievance is still not addressed, contact the Customer Feedback Unit:
Ph: 1800 677 435
Em: education.educationcomplaint@sa.gov.au

STAFF

with a grievance should:

follow the Department for Education policy and refer to the “Guide to Resolving Grievances and Complaints for Employees”, which can be located at <http://tinyurl.com/zacqq2d>

