



Conflict (Grievances) can often result from misunderstandings. Therefore it is important that the school and home have open and transparent lines of communication and a 'no blame approach' to any issue that may arise. Student learning is at the centre of everything we do including the social and emotional well being of students.

By modelling and promoting a positive culture, and always approaching an issue with the question: "How can WE work together to improve or resolve the problem" we will achieve more positive working relationships between home and school, and more successful solutions.

Guidelines:

- Talk with a trusted member of staff
- Raise the issue with the Principal or Assistant Principals' in a clear, calm manner.
Bearing in mind that there are often many views of an issue.
- Be prepared to talk about the details of a particular incident or incidents.
- People with concerns can use an advocate (support person) to assist them in raising an issue. This can be a friend, a member of staff or Regional Office personnel.
- Grievances need to be kept confidential: by everyone involved.
- Do not talk about your grievance to people not involved.
- Where you have met with the principal and feel that the issue needs further exploration:

You can contact:

Regional Level:

DECD

- Ian May 8645 6568
- Rowena Fox 8682 0700

Aboriginal Education

- Tanya Fielding 8645 6568



GRIEVANCE PROCEDURES

Process:

We encourage parents where you have a minor concern that you contact the appropriate staff member

Issues need to be raised in a confidential manner directly with the school.

- Step 1 If you have a concern about a staff member:
An appointment needs to be made through Admin to meet the Principal or Assistant Principal. If you are still not happy you can approach the Regional Director, Rowena Fox on 8682 0700. The Regional Office will direct you to the school if you have not spoken to us already.
- Where the concern is student based:
An appointment made by parents/caregivers with your child's care group teacher or subject teacher(s). Please be aware that this appointment may not be immediately, as staff have other responsibilities.
- Step 2 If dissatisfied make an appointment with your child's year level Co-ordinator.
- Step 3 If dissatisfied make an appointment with the Principal, Veronica Conley or an Assistant Principal, Stephen Walker/Brett Spangenberg or Student Counsellor Greg Coulter on 8649 1022.
- Step 4 Meet with the Assistant Principal/s or Principal.
- Step 5 If the problem is ongoing a further meeting may be arranged between parents, Principal or Assistant Principals and teachers involved. DECD regional office personnel may be involved.
- Step 6 If parents still feel dissatisfied, approach the Regional Director, Rowena Fox or Assistant Regional Director, Ian May on phone no. 8682 0700. They will try to resolve the situation further.

At Stuart High School we actively encourage parents/caregivers/students to raise issues they may have with the school or member of staff in a positive and constructive way.

Members of the Governing Council can be contacted to raise issues or ideas that may help us create a safe and enjoyable learning environment. The Chairperson of Governing Council is the key contact person. The Governing Council cannot deal with grievances about staff.

We look forward to your support.