



COMMUNITY GRIEVANCE POLICY

RATIONALE

- 1.1 Positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety and ultimately provides students with an enhanced learning environment at Surrey Hills P.S.
- 1.2 A timely and professional response to parents concerns is an effective means of encouraging communication, building trust and resolving issues for the betterment of all concerned.

PURPOSE

- 2.1 To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely and effective manner.
- 2.2 To develop and implement a process by which parents can confidently raise concerns in the knowledge that they will be listened to and their concerns will be professionally managed in a confidential and timely manner.
- 2.3 To have clear, consultative and open communication with the school community. School community members have an obligation to read newsletters and notices on the school website, attend year level curriculum meetings, parent teacher information sessions and to seek clarification when required.

IMPLEMENTATION

- 3.1 The principal is responsible for all operational processes and procedures at Surrey Hills Primary School.
- 3.2 School Council is responsible for overseeing the formulation of school policies and school finances.
- 3.3 Parents with a grievance need to contact the school by telephone, in person or in writing. Parents are discouraged from making complaints by email as it can be impossible to authenticate the identity of the person writing the email.
- 3.4 The principal and School Council president will not act upon anonymous complaints.
- 3.5 Parents visiting the school to make a complaint are advised that it is unlikely that staff will be immediately available to investigate their concerns. However, the office staff can make an appointment for the parents to meet with the appropriate person to discuss their concerns.
- 3.6 Parents making complaints are to be well-behaved, confidential and courteous. Parents who are unreasonable, threatening or discourteous can expect their discussions with staff to be terminated until such time as an alternative discussion time is arranged by the school.
- 3.7 It is essential that the established process as stated below is followed to resolve a grievance:
 - Try to establish the facts as clearly as possible, be wary of third hand information or gossip.
 - Parents with issues related to their child should in the first instance make an appointment to see the home group teacher, detailing the reason for the appointment.
 - Issues other than those referred to above should be directed to the principal or assistant principal.
 - The principal/assistant principal will provide the concerned community member with a copy of this 'Community Grievances Policy' unless the matter is satisfactorily resolved.
 - All grievances are to be kept confidential.
 - Community members may be accompanied by another person, in a support role at appointments to resolve grievances.
- 3.4 All formal discussion and processes involving grievances will be documented.
- 3.5 The principal may provide community members with appropriate departmental contact names and numbers if grievances are not resolved.

EVALUATION

Evaluated August, 2014