Grievance Procedures

At Evanston Gardens Primary School we work in partnership towards providing an education that is excellent, relevant, and inclusive of all students in a safe, caring and success oriented environment. For this to occur positive and respectful working relationships are essential.

The following grievance procedures are provided to support students, parents/carers and staff to resolve any concerns that may arise.

**Key principles**
- Everyone should be treated with respect
- Meetings including telephone calls to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner

<table>
<thead>
<tr>
<th><strong>Students</strong> with a grievance should</th>
<th><strong>Parents/Carers</strong> with a grievance should</th>
<th><strong>Staff</strong> with a grievance should</th>
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</table>
| 1. Talk to the person about your problem | 1. Arrange a time to speak with the relevant staff member about the concern  
   *If the issue is about a student of the school all adults must approach a staff member to address the concern, not the student*  
   2. Allow a reasonable time frame for the concern to be addressed  
   3. If you feel the grievance is not resolved arrange a time to speak with the Principal  
   4. If you are still unhappy please arrange a time to discuss the grievance with the Regional Director (ph. 85220913)  
   5. If you are still dissatisfied you may wish to direct your concerns to the DECD Parent Complaint Unit (ph. 1800 677 435) | 1. Critically reflect – write down you concerns  
   2. Arrange a time to speak to the person concerned  
   3. Allow a reasonable time frame for the concern to be addressed  
   4. If you feel the grievance is not resolved speak to Principal, School Counsellor or Staff Grievance Officer. Ask for support in addressing the grievance by  
   - Speaking to the person involved on your behalf  
   - Acting as a mediator  
   - Investigating your concern  
   - Monitoring the situation  
   5. If the grievance is still not resolved within a reasonable time frame arrange a time to speak with the Regional Director (ph. 85220913) |

For further detail please refer to the DECD documents: Parent Guide to Raising a Concern or Complaint, Grievance Resolution Policy and the Grievance Procedures for Employees

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