



Parafield Gardens High School

GRIEVANCE PROCEDURE

Quality Learning Quality Futures

Principles

As a school we are committed to working together to meet the educational needs of our students.

This occurs most effectively when staff, students and parents are working towards the same ends, which can only happen if there is trust, and open and effective communication between the people who make up the school community.

Staff members (including school leaders) who work well together, treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively, promote both a productive and happy work environment and the psychological health of the school.

What to do if you have a concern

- In the first instance, discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in ways that respect the needs of those involved.
- If you don't feel confident in going directly to the person concerned, speak to the Principal, Deputy Principal, Line Manager, Student Counsellor, AEU Branch Secretary, member of the Personnel Advisory Committee (PAC), WHS Rep or any other staff member you feel confident with, and seek their assistance in resolving the concern.
- If your concern is not resolved to your satisfaction, discuss it with the Principal, and seek their assistance in resolving it.
- If you are still not happy after action has been taken, inform the Principal that your concern still exists.
- If satisfactory resolution at the school level still does not occur you may contact district and central office personnel.

You can assist resolution of your problem by:

- Confronting the issue, rather than trying to ignore it.
- Stating it clearly and objectively, giving specific instances where appropriate.
- Seeking a "Win-Win" solution that attempts to meet the needs of all concerned.

Our mutual commitment when someone raises a concern:

- We will listen to concerns with an open mind and seek to understand them.
- We will maintain confidentiality.
- We will treat each other decently.
- We will investigate any relevant issues carefully.
- We will be committed to resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible.
- We will attempt to communicate clearly, sensitively and objectively.

Relevant Telephone Numbers

Para Hills Education Office on 8314 4000



Government of South Australia
Department for Education

T/A South Australian Government Schools
CRICOS PN 00018A

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