



## Nyangatjatjara College Grievance Procedures

Good relationships within the school community give everyone a greater chance of success. Being in such a unique location working at the College means that it is important for staff, parents and students to work together in solving any issue or problem that may arise quickly and to the satisfaction of all parties.

**In the event of a grievance, the following guidelines will be used.**

- Everyone will be treated with respect
- All matters will be treated in a confidential manner by all parties.
- Meetings will be suspended and rescheduled if anyone behaves in an offensive manner.
- Issues will be addressed as soon as practicable after they arise.

**You can assist the resolution of the problem or issue by:**

- Addressing the issue rather than ignoring it.
- Being open minded can facilitate negotiation and resolution
- Make sure you have all the facts
- Stating your concerns clearly and objectively, giving specific instances where appropriate.
- Allowing time to 'cool down' prior to raising a grievance is a constructive strategy
- Seeking a solution that meets the needs of all concerned

**PROCESS STEPS**

<b>STAFF AND VOLUNTEERS</b> with a grievance should	<b>PARENTS/CARERS</b> with a grievance should	<b>STUDENTS</b> with a grievance should
1. Arrange a time to speak to the person concerned.  2. Allow reasonable time for the issue to be addressed.  3. If the issue is not resolved speak to a friend, the OHS rep or the Principal.  <b>Ask for their support in addressing the grievance by perhaps having them:</b> <ul style="list-style-type: none"> <li>• Speak to the person</li> <li>• Monitor the situation</li> <li>• Investigate your concern</li> <li>• Act as a mediator</li> <li>•</li> </ul> <b>If the issue is not resolved within a reasonable time arrange to speak to an external agency:</b> <ul style="list-style-type: none"> <li>• AISNT</li> <li>• Independent Schools Union</li> </ul>	1. Arrange to speak to the relevant person about the problem.  2. Let the person know what you consider to be the issue.  3. Allow reasonable time for the issue to be addressed.  4. If the grievance is not addressed arrange a time to speak to the Principal or Deputy Principal.  <b>Encourage parents and carers to make a time to discuss any issues and not come to the classroom during teaching time.</b>	1. Talk to the person about the problem at an appropriate time.  2. Talk to a teacher or AEW about the problem at an appropriate time.  3. If you feel uncomfortable, speak to someone you feel comfortable with.  4. If the issue is unresolved speak to your parents or carers.

# NYANGATJATJARA COLLEGE GRIEVANCE PROCEDURE

Complaint

Complainant approaches:

- Trusted person
- OHS Rep
- Principal

If approached they should:

- listen;
- give information / options;
- act as support person; or
- refer to a mediator

**Remember:**

*The complaint belongs to the complainant. The complainant always decides how they would like their complaint to be handled*

Complainant decides how they want to handle the complaint

