

# 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.

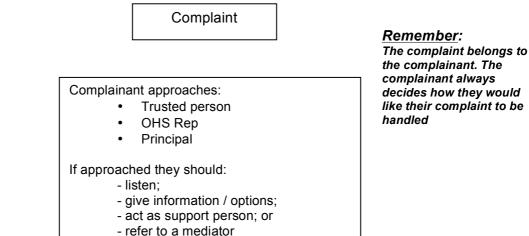
#### You can assist the resolution of the problem or issue by:

- Addressing the issue rather that 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**

	STAFF AND VOLUNTEERS		PARENTS/CARERS		STUDENTS	
	with a grievance should	w	ith a grievance should	wi	th a grievance should	
	Arrange a time to speak to the person concerned.	1.	Arrange to speak to the relevant person about the problem.	1.	Talk to the person about the problem at an appropriate time.	
2. 3.	Allow reasonable time for the issue to be addressed.	2.	Let the person know what you consider to be the issue.	2.	Talk to a teacher or AEW about the problem at an appropriate time.	
	speak to a friend, the OHS rep or the Principal.	3.	Allow reasonable time		16 E I	
Ask for their support in addressing the grievance by			for the issue to be addressed.	3.	If you feel uncomfortable, speak to someone you feel	
pe	<ul> <li>Speak to the person</li> <li>Monitor the situation</li> <li>Investigate your concern</li> <li>Act as a mediator</li> </ul>	4.	If the grievance is not addressed arrange a time to speak to the Principal or Deputy Principal.	4.	comfortable with. If the issue is unresolved speak to your parents or carers.	
• If the issue is not resolved within a reasonable time arrange to speak to an external agency:		ca dis no cla	Encourage parents and carers to make a time to discuss any issues and not come to the classroom during teaching time.			
	<ul> <li>AISNT</li> <li>Independent Schools Union</li> </ul>	lea				

# NYANGATJATJARA COLLEGE GRIEVANCE PROCEDURE



Complainant decides how they want to handle the complaint like their complaint to be

