



# Yunta Rural School

## Grievance Procedure

We acknowledge the right of any member of the school community who believes they have a grievance to have their concerns addressed; everyone should be treated with respect.

<p align="center"><b>STUDENTS</b> with a grievance could</p>	<p align="center"><b>PARENT(S)/CAREGIVER</b> with a grievance could</p>	<p align="center"><b>STAFF</b> with a grievance could</p>
<ol style="list-style-type: none"> <li>1. Talk to the person about the problem.</li> <li>2. Talk to a teacher or S.S.O. about the problem at an appropriate time.</li> <li>3. If you feel uncomfortable, speak to someone, 'who you feel comfortable with.'</li> <li>4. If issue is unresolved, speak to your parent(s)/caregivers.</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher(s) about the problem.</li> <li>2. <b>Please do not</b> enter school classrooms or offices about a major grievance without <b>prior</b> arrangement.</li> <li>3. Let the teacher know what you consider to be the issue.</li> <li>4. Allow a reasonable timeframe for the issue to be addressed.</li> <li>5. If the grievance is not addressed arrange a time to speak with the Principal, then the Governing Council Chairperson.</li> <li>6. If you are still unhappy, please arrange a time to discuss the issue with the Regional Director.</li> </ol> <p><i>Note:</i> Parents with a grievance about School Policy should:</p> <ul style="list-style-type: none"> <li>• arrange a meeting time with the Principal to discuss your concern.</li> <li>• allow reasonable time frame for the issue to be addressed.</li> <li>• if you are still unhappy, arrange a time to resolve the issue with the District Director.</li> </ul>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak to the person concerned.</li> <li>2. Allow reasonable time for the issue to be addressed.</li> <li>3. If the grievance is not resolved, speak to –               <ul style="list-style-type: none"> <li>• Your Principal/Line Manager</li> <li>• Governing Council Chairperson</li> </ul>               Ask their support in addressing the grievance by:               <ul style="list-style-type: none"> <li>- Speaking to the person involved on your behalf</li> <li>- monitoring the situation</li> <li>- investigating your concern</li> <li>- acting as a mediator</li> </ul> </li> <li>4. If the issue is not resolved within a reasonable time arrange a time to speak to the Regional Director.</li> </ol>

Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.