



GRIEVANCE POLICY & PROCEDURES

RATIONALE & AIMS

In every situation where there are 400 students, 45 staff and approximately 300 families it is inevitable that conflicts will arise from time to time.

It is our primary aim to avoid such conflict wherever possible. When conflicts do arise we are keen that they be resolved as quickly and as satisfactorily as possible.

Sometimes when decisions are made or actions taken someone will be left feeling **angry, hurt, embarrassed, humiliated, insulted, let down etc.** In such cases they have a grievance and it is important that it should be addressed.

WHO SHOULD YOU APPROACH WITH YOUR CONCERN?

We firmly believe that wherever possible it is best to talk directly with **the person(s) “directly involved” or who are “nearest to the problem”**.

If you do not feel comfortable in raising the matter with this person or persons, then you should go to **someone else who is appropriate and with whom you feel comfortable**.

Early each year a list of people and their roles is published in the newsletter. This information is also available on our website. This list will be a useful guide.

Other useful contacts may be members of the Governing Council or personnel at the Mt Gambier Education Office [please see the reverse side for details].

WHAT HAPPENS AFTER YOU HAVE RAISED THE CONCERN?

The matter may simply be solved.

OR - The person to whom you speak may ask your permission to raise the matter with someone else either to get advice or support.

The person you contacted should tell you what the next step will be and when you should be contacted.

WHAT TO DO WHEN YOU HAVE A CONCERN?

When a concern or problem arises we believe that it is important to **raise it with the school as soon as possible** and to **be as specific as possible** as to the nature of your concern.

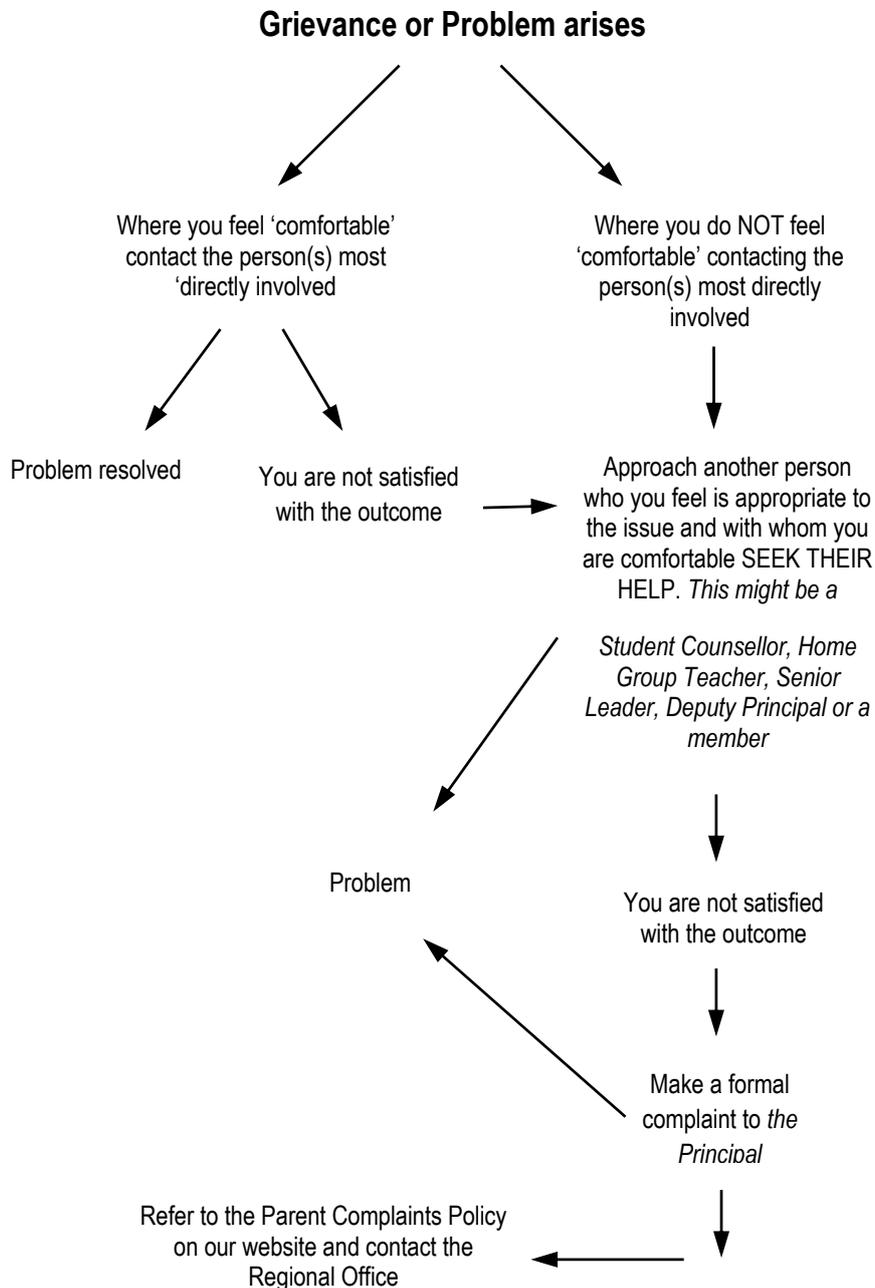
Before speaking to someone it may be useful to gather your thoughts and to write down the relevant points.

It is not always the best time to speak with someone when you are very angry. Leaving it a little while until you have calmed down may result in a better solution.

WHAT HAPPENS IF YOU ARE NOT SATISFIED WITH THE OUTCOME?

It is your right to say if you are unhappy with the outcome of discussions and attempts to resolve the problem.

You should ask who else you can speak to about the issue. Contact the person nominated and ask for their assistance or lodge a complaint.



FOR MORE DETAILS PLEASE CONTACT

Millicent High School

Phone (08) 87332400

Fax: (08) 87332166

Email: dl.0780.info@schools.sa.edu.au

Mt Gambier Education Office

Phone: (08) 87245300



Government of South Australia

Department for Education and Child Development