



**CARLTON R-9 SCHOOL & PRESCHOOL
GRIEVANCE PROCEDURES**

At Carlton R - 9 we believe that good relationships within a school and between the school and its community give children a greater chance of success. However, it is only natural that from time to time grievances can arise for a wide range of reasons.

Principles of our policy:

- everyone should be treated with respect
- meetings to discuss grievances should be deferred if any person(s) behave in an insulting or offensive manner

STUDENTS with a grievance should	PARENTS/ CAREGIVERS with a grievance should	STAFF with a grievance should
<p>STEPS: Do you need to be: Assertive or Safe</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: 100px;">Talk to the person about the problem</div> <p>↘</p> </div> <div style="text-align: center;"> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: 100px;">Move away from the situation immediately</div> <p>↘</p> </div> </div> <div style="text-align: center; margin-top: 10px;"> <div style="border: 1px solid black; padding: 5px; width: 150px;">Talk to a teacher/SSO/ACEO about the problem</div> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: 150px;">If the issue is unresolved, speak to your parents/caregivers</div> </div>	<p>STEPS:</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant staff member about the problem. 2. Please do not enter the school classrooms or offices to see staff about a major grievance without prior arrangement. <p><i>Either person has the right to ask for a third party to be involved in the meeting</i></p> <ol style="list-style-type: none"> 3. Let the teacher know what you consider to be unjust or unfair action. 4. If the grievance is not addressed arrange a time to speak to a member of the leadership team <ul style="list-style-type: none"> • Site Manager • Assistant Principal • Principal 5. If you are still unhappy please arrange a time to resolve the issue with the Education Director 	<p>STEPS:</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow a reasonable time for the issue to be addressed. 3. If the grievance is not addressed, speak to: <ul style="list-style-type: none"> • your line manager • another member of the leadership team • WH&S rep • AEU rep • Education Office <p><i>(Ask for their support in addressing the grievance by speaking to the person involved on your behalf or acting as a mediator in a meeting)</i></p> 4. If you are still unhappy arrange a time to speak to the Education Director

Parents with a grievance about a school policy should:

- Arrange a meeting time with the Site Manager to discuss the concern
- Allow a reasonable time frame for the issue to be addressed
- If you are still unhappy arrange a time to resolve the issue with the Education Director