

STAFF

General school matters can be raised at Staff Meeting, with the PAC or OHWS Committee.

All personal matters should be raised directly with the person concerned and/or Principal in a confidential manner.

Matters involving sexual or racial harassment could be raised with the identified trained staff contacts.

All matters relating to professional conduct should be raised directly with the Principal in a confidential manner.

Procedures

1. Endeavour to deal with the person directly involved.
2. If you are dissatisfied with what happens speak to that person again.
3. If you feel the matter is not resolved, raise it with the Principal at a formal meeting (taking into consideration confidentially, it may be useful to speak with colleagues first about your concern).
4. This meeting to be followed up with:
 - Monitoring the situation
 - Further discussion with the people involved
 - Inviting support from within DECS and community resources
 - The principal to follow up until the matter is resolved.
5. If steps 1 to 4 do not resolve your concern, contact the Assistant Regional Director, for assistance.

At times staff, parents and students may feel more confident approaching the Principal with a trusted friend. Please do so if this helps address concerns.

PARENTS / CAREGIVERS

General school matters can be raised with the Staff, Principal or members of the Governing Council.

All personal matters should be raised directly with the school through a teacher or the Principal in a confidential manner.

Procedures

1. Make an appointment to talk to the Teacher involved (or in the case of School Services Officers or parent helpers, see the Principal).
2. If you are unhappy with what happens speak to the teacher again.
3. If the issue is not resolved, make an appointment with the Principal. Let them know beforehand what subject matter is going to be raised.
4. Meet with the Principal:
 - This could be followed up with a phone call at later times to monitor the situation
 - It may also result in a further discussion with the parents, teacher and Principal.
 - It might include inviting support for the family or school eg. Guidance Officer, Social Worker, Student Management.
5. If you still feel dissatisfied, contact the Principal to air your concerns again. The Principal to follow up until the matter is resolved.
6. If after Steps 1 – 5 parents still feel dissatisfied, contact the Assistant Regional Director, for assistance

It is important that these concerns/grievances are kept confidential. At times, you may seek support from friends to gauge their reaction. It is very important to do this wisely. At all times, it is important for the student's sake that the school and class teacher are not criticised in the student's hearing.

STUDENTS

Students can raise general school matters at their class meetings or through SRC and personal matters through their class teacher or any other member of Staff.

Procedures

1. Raise the problem with someone you trust – class teacher, other member of staff or someone on your network (Protective Behaviours).
2. If you are unhappy with what happens either speak to your contact again or to someone else.
3. If this doesn't work speak to the Principal.
4. If this is unsuccessful, get your parents to contact the school.
5. Students should persist until they receive help (Protective Behaviours)

If you find it difficult to approach teachers or the Principal in person try the following

- **You may like to approach a school council member and ask them to act as an advocate**
- **Write a letter instead**
- **Make a phone call.**

People You May Wish To Contact

Lyrup Primary School

Principal: Mrs Melissa Kubank
Teachers: Mr Scott Freeman
SSO's: Mrs Nadine Hennig
Mr Brad Everett

Telephone: (08) 8583 8271
Fax: (08) 8583 8210

Murray and Mallee Region Education Office

Telephone: (08) 8595 2323

Governing Council Members

*Please contact the school for a current list
of Governing Council Members.*

LYRUP PRIMARY SCHOOL



**Responsibility. Honesty.
Trustworthiness. Respect.**

Grievance Process Guidelines

2011



Government of South Australia
Department of Education and
Children's Services