

STRADBROKE SCHOOL

“Excellence and Achievement in a Supportive School Environment”



Grievance Procedures

At Stradbroke School we support the right of any member of the school community to have issues and concerns addressed.

The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have a grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. When raising a concern staff, parents and students are expected to treat each other with respect, courtesy and maintain confidentiality, raise the concern as soon as possible, provide complete and factual information, act in good faith to achieve an outcome acceptable to all parties, have realistic and reasonable expectations about the course of action required to resolve the concern.

Students	Parents	Staff
<ul style="list-style-type: none"> • speak to the person concerned. • let the person know what you consider to be your concern • if the grievance is not addressed let the person know you will be speaking to someone else • arrange a time to speak to a trusted adult in the school, your teacher, school counsellor, Deputy Principal or Principal • discussing your concern with your parents is an important part of this process 	<ul style="list-style-type: none"> • arrange a time to speak to the person concerned • let the person know what you consider to be your concern • if the grievance is not addressed let the person know you will be speaking to someone else • arrange a time to speak to someone in the school either a teacher or a member of the leadership team –School Counsellor, Deputy Principal or Principal. Your concern will be resolved ideally within 15 days • if you are still dissatisfied you can approach the Education Director or Assistant Education Director who will try to assist you resolve the situation 8366 8800 • if you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit 1800 677 435 	<ul style="list-style-type: none"> • arrange a time to speak to the person concerned usually within 24 hours • if the grievance is not addressed speak to a staff grievance contact person, or trusted colleague and ask for their support in addressing the grievance by speaking to the person involved • if the grievance has still not been resolved speak to your line manager • if you are still dissatisfied you may approach the Education Director or Assistant Education Director who will try to assist you resolve this situation 8366 8800