GRIEVANCE PROCEDURES

POSITIVE RELATIONSHIPS for STUDENTS, PARENTS AND STAFF

In the event of a grievance the following guidelines should be used:
**STUDENT GRIEVANCE PROCEDURE**

1. **Work it out on your own.**
   - Take time-out / cool down / think
   - Work out exactly what the issue is

2. **Talk calmly to the person who you have the grievance with.**
   - Take a friend / witness with you
   - Example “I feel … when you… and you need to stop.”

3. **Solve it with a teacher.**
   - Tell them everything
   - Decide with them what you will do and see if it works

4. **Seek further help if the issue is unresolved.**
   - Go to the Counsellors, Assistant Principals, Deputy Principals or Principal
   - Work out exactly what the issue is
   - The Principal / Counsellor, together with your parent, will decide what action is to be taken

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**GOOD RELATIONSHIPS WITHIN THE SCHOOL COMMUNITY PROVIDE THE OPPORTUNITY FOR A SAFE AND SUPPORTIVE ENVIRONMENT.**

At Woodville Gardens we aim to respect everyone, repair harm and restore relationships.

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**PARENT GRIEVANCE PROCEDURES**

1. **Speak to the person involved, by appointment**
   - Contact the school to make a mutually convenient time to meet with the person. Phone: 8414 8600
   - Be fair, calm and honest

2. **Speak to School Leadership by appointment**
   - Contact the school to make a mutually convenient time to meet with the member of the leadership team
   - Phone: 84148600

3. **Seek advice from the Regional Director at the Flinders Park Office**
   - Contact the Regional Director
   - Phone: 8416 7300

4. **Seek advice from DECD in Adelaide**
   - Contact Head Office.
   - Phone: 8226 1527