



You may wish to seek support from a friend or family member to accompany you to the meeting .

## CONTACT INFORMATION

To see your child's class teacher please make an appointment directly, or through the Front Office on 8391 1241.

To see one of the Leadership Team (the Principal, Deputy Principal, or Counsellor) please make appointments through the Front Office on 8391 1241.

Education Director: 8391 4705

Parent Complaints Unit: 1800 677 435

[DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au)



Government  
of South Australia  
Department for Education  
and Child Development

## MOUNT BARKER PRIMARY SCHOOL

### GRIEVANCE PROCEDURES

Mount Barker Primary School is committed to providing a safe and secure learning environment for all students.

Our values of Respect, Responsibility and Resilience reflect the school's high expectations of all members of the school community to support students to become responsible citizens.

It is important that families, students, staff and the wider community work together to resolve issues of concern in a friendly, cooperative and collaborative way.

# MOUNT BARKER PRIMARY SCHOOL GRIEVANCE PROCEDURES

## STUDENTS

- Think about what happened - try to be calm!
- Talk to the person about what is upsetting you and ask them to stop the behaviour.
- If not resolved ask a trusted person to help.
- Talk to a teacher who can support you to resolve the issue.
- When you talk to the teacher, be calm and focus on the issue - you may find it helpful to write notes beforehand—use your notes to help you.
- Make a plan so the problem can be sorted out.
- Once you have a plan all parties must accept the outcome.
- If you are still unhappy you can see the Counsellor, the Deputy Principal or the Principal.
- Inform your parents. Staff may also contact parents.

## STAFF

1. Arrange a time to speak to the person concerned.
2. Allow reasonable time for the issue to be addressed.
3. If the grievance is not resolved speak to your Principal/ line manager or nominated grievance contact (Work, Health & Safety, Australian Education Union or Personnel Advisory Committee).
4. Ask the support personnel to speak to the person involved on your behalf, monitor the situation, investigate your concern and/ or act as a mediator.
5. If you decide to lodge a formal complaint refer to the 'DECD Complaint Resolution for Employees Procedure'. <http://www.decd.sa.gov.au/hrstaff/files/links/>
6. If the issue is unresolved you may contact the Education Director, Mount Barker Office on 8391 4705

## PARENTS AND CARERS

*The school should always be the first point of contact. Please note that entering a class while a teacher is teaching is not an appropriate time.*

1. Contact the teacher or the Front Office to arrange a mutually convenient time to speak to the relevant teacher(s) about the issue .
2. Let the teacher know what you consider to be the issue.
3. Allow a reasonable time frame for the problem to be addressed.
4. If you feel the grievance has not been addressed, arrange a time to meet with a member of the school Leadership Team
5. If the issue is still unresolved you may contact the Education Director on 8391 4705.
6. If the problem remains unresolved you may wish to direct your concerns to the DECD Parent Complaint Unit on 1800 677 435  
[DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au)