

## People you may wish to talk to

**CPSW:** Erin Lykos

### **Governing Council Members:**

Jody Wilkinson-Thompson

Gaynor Kregar

Melissa Lewis

Brigit Frazer



*Small School, Great Kids*

### **Loveday Primary School**

**The Principal:** Raelene Trimper

Phone: 8588 7114

### **Assistant Regional Director of Education:** Brian Featherston

Riverland District Education Office

3 Kay Avenue, Berri, 5343

Phone: 8595 2323



Grievance  
Process

**for Students, Staff, Parents  
and Caregivers**



**Government of South Australia**

Department for Education and  
Child Development

## GENERAL SCHOOL MATTER

General school matter can be raised at Staff Meeting, with the PAC or OHSW Rep.

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

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

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 feel the matter is not resolved, raise it with the Principal at a formal meeting (taking into consideration confidentiality, it may be useful to speak with colleagues first about your concern)
3. This meeting to be followed up with:
  - Monitoring the situation
  - Further discussion with the people involved
  - Inviting support from within DECD and community resources
  - The Principal to follow up until the matter is resolved
4. If steps 1 to 3 do not resolve your concern, contact the Assistant Regional Director of Education, Brian Featherston, for assistance.

## 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 Principal in a confidential manner.

### Procedures

- 1 A If you have an issue with a teacher; make an appointment to talk to the teacher involved.
- 1 B If you have issues regarding an SSO or parent, see the Principal.
2. If the issue is not resolved, make an appointment with the Principal. Let him/her know beforehand what subject matter is going to be raised.
3. 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 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.
4. If you still feel dissatisfied, contact the Principal to air your concerns again. The Principal to follow up until the matter is resolved.
5. If after steps 1 - 4 parents still feel dissatisfied, contact the 'Assistant Regional Director of Education for assistance.

It is **IMPORTANT** that these Concerns / Grievances are kept **CONFIDENTIAL**.

**AT ALL TIMES, it is IMPORTANT for the STUDENTS' SAKE that the school and class teacher ARE NOT CRITICISED in the students' 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, including CPSW.

### Procedures

1. Raise the problem with someone you trust eg; 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**

- **Talk with the CPSW**
- **You may like to approach a Governing Council member**
- **Write a letter instead**
- **Make a Phone Call**