

## PARENT GRIEVANCE PROCEDURES

### PROBLEM SOLVING STRATEGIES

The staff of Flagstaff Hill Schools are strongly committed to providing the best possible educational outcomes for our children. For this to occur it is imperative that positive working relationships exist between school and home. Clear lines of communication, including a defined process for dealing with issues of concern, contribute to this outcome.

#### Our Procedures are based upon:

##### ➤ Confidentiality

Confidentiality will be maintained at all times. It is essential that all parties involved respect this right and ensure that information remains only with those directly involved in the issue.

##### ➤ Trust

A trusting relationship between all involved is necessary if grievances are

to be resolved as effectively as possible.

##### ➤ Change

Change can cause anxiety. It is important that we work through the concerns and conflict to see change as a positive step.

The following grievance and problem solving procedures are provided to support our parent community. They should enhance the learning outcomes for all of our students, the development of positive 3-way communication and ensure the optimum working environment for all concerned.

### PROCEDURES

The following guidelines may assist you to resolve your concern with the appropriate person, eg the Principal, Heads of School, Teacher, School Service Officer, Canteen Manager, On-Site Worker or Parent Volunteer.

#### Step 1 Make an appointment with the person concerned.

- The best way to communicate this is by direct contact or a note. This allows you to agree to a mutually acceptable time, the person to be prepared for the meeting and to give you their full attention.
- Inform the staff member of the topic for discussion.
- Please **DO NOT** enter school classrooms or offices about grievance without prior arrangement.
- Listen to each other and discuss possible courses of action and outcomes. It may help to note your concerns prior to the meeting.
- Allow a reasonable timeframe for the issue to be addressed and feedback to be given.

## **.FURTHER ACTION**

### **Before the meeting**

- Critically reflect – Is it important? Are your concerns justified?
- You may wish to seek advice from a friend but do this in such a way that confidentiality is maintained.
- Write down your thoughts so that you do not get side-tracked at the meeting.

### **At the meeting**

- Clearly define the issue. State your needs
- Offer possible solutions, aim for something you will both be happy with but be prepared to compromise
- Issue may be resolved
- If you consider that the issue is still not resolved, state this at the conclusion of the meeting

### **After the meeting**

- You may decide to monitor the situation before meeting again

- Arrange another meeting with the person concerned
- **Decide to move to step 2**

A friend or advocate could offer support during the meeting. Taking minutes of the meeting is also a useful strategy to assist in meeting agreed goals.

**Step 2 Make an appointment with the most relevant Leadership Team member.**

- If you consider that the issue is still unresolved, state this at the conclusion of the meeting.

**Step 3 Make and appointment with the most relevant District based person ie District Co-ordinator, or District Director**

You may wish to do this by phoning 82073764 or writing to Southern Adelaide District Office, 5<sup>th</sup> Floor, Noarlunga House, Noarlunga Centre.

# Parent GRIEVANCE PROCEDURES

**- a statement for Parents**



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