



# Napperby Primary School

## Grievance Procedures - Staff

### **Context**

Napperby Primary School prides itself on achieving positive relationships between all members of our school community. Strong relationships between enable us to provide a safe supportive learning environment for our children and the best possible teaching conditions for our staff. Our teaching and learning programs are based on:

1. A constant focus on quality and standards
2. Equity and access for all students
3. Accountability
4. Partnerships

### **Process for Raising Concerns**

At Napperby Primary School we promote open communication. We hope that you feel that you are able to approach any person about any area of concern. We also hope that you raise issues as soon as they arise, rather than letting them build up. Your concern deserves time in order to be resolved.

If you do have a concern, please observe the following procedure:

1. Decide whether the issue needs action. Avoid using several people as sounding boards in this process.
2. Talk to the person with whom the issue exists without leaving a long delay between the incident and your speaking to them. If the issue is resolved, no further action is needed. If all parties are not satisfied with the outcome, proceed to Step 3.
3. Should the issue remain unresolved, the parties involved should take the matter to the Principal. Arrange a time to speak to the Principal, providing information which will enable the meeting to be useful as possible. If the grievance is with the Principal, the aggrieved person may directly consult Regional Office staff. If the issue is resolved, no further action is needed. If all parties are not satisfied with the outcome, proceed to Step 4.
4. The Principal has the authority to bring resolution to the conflict in the way he/she deems appropriate. The Principal can also refer the matter to the Regional Office. Depending on the complexity of the problem, it may be appropriate for the Regional Office to request that all persons involved be present at a mediation meeting. Personnel at the Regional Office will need to be sure that attempts have been made to sort out the issue, using the process described above.

It will always help the situation if you are calm and honest in your approach.

Remember, there are always different perceptions and points of view about all situations, and it is important to clarify the facts. Hopefully through a conversation the issue can be resolved.

There will be times when you feel, for a variety of reasons, that you are unable to speak to the person described as the first point of call. If this is the case, let the Principal know. Where possible, it is best if you speak directly to the person concerned.

### **Roles and Expectations**

<b>STAFF CAN EXPECT</b>	<b>THE SCHOOL EXPECTS</b>
<ul style="list-style-type: none"><li>▪ A safe teaching and caring environment</li><li>▪ Information about school policies and procedures</li><li>▪ To be treated fairly and equitably</li><li>▪ Opportunities to be involved and to participate in activities in the school</li><li>▪ Clear accessible communication channels</li><li>▪ Confidentiality will be maintained</li></ul>	<ul style="list-style-type: none"><li>▪ Support for school policies and procedures such as Behaviour Management</li><li>▪ Staff to treat each other with respect and listen to other's points of view. Threatening behaviour is not acceptable</li><li>▪ Concerns will be raised at the School through the agreed channels including the school's documented Grievance Procedure Policy</li><li>▪ Confidentiality will be maintained</li><li>▪ Social media forums, such as Facebook, will not be used to air grievances</li></ul>

### **Confidentiality Statement**

It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely. Staff are also expected to keep concerns that have been raised confidential and must not discuss the issue/s in front of students.

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**Government of South Australia**

Department for Education