

# Hillcrest Primary School Grievance Procedures

## STUDENTS

- Try and talk to the person causing you a problem.
- If the problem is not resolved, ask a teacher for help.
- Explain the problem including:
  - who was involved
  - what happened
  - what you did
  - what you believe was unjust or unfair. You may bring someone with you for support.
- Discussing your concerns with your parents or caregivers is an important part of this process but please let the school know of your problem as soon as it happens.
- If the problem continues, make a time to speak to the Principal or Deputy Principal.

## STAFF

- Arrange a time to speak to the person concerned. Grievances between individuals are to be addressed within a short timeframe (e.g. 48 hours, by the end of the week) or laid to rest.
- If the grievance is not resolved, speak to a member of the School Leadership Team and ask their support in addressing the grievance. You may seek the support of an advocate or the designated contact person.
- If you are still dissatisfied, approach the Torrens Partnership Education Director (Ms Ros Maio) who will try to resolve the situation.
- Personnel outside the school you may wish to contact for advice or support include:
  - ◊DECD Employee Assistance Program or Manager Assist (Converge International 1300 687 327)
  - ◊Australian Education Union (AEU)
- All teachers have access to a “Help Needed” card and are encouraged to use this if approached by parents with grievances either whilst teaching or on yard duty.

## PARENTS & CARERS

- Arrange a time through the office, to speak to the appropriate staff member.
- Staff cannot be interrupted during lesson times or whilst on yard duty. It is also inappropriate to speak directly to any child other than your own about a problem.
- Outline what you consider to be unjust or unfair and be prepared to listen to other relevant information.
- Mutually negotiate a plan of action and ensure that the plan is followed.
- If you feel the grievance has not been satisfactorily addressed, arrange a time to speak to someone in the School Leadership Team. Concerns about a staff member’s performance must only be raised with the Principal.
- If you are still dissatisfied, or if your concern relates to the Principal, approach the Torrens Partnership Education Director (Ms Ros Maio) who will try to assist you to resolve the situation (8256 8111).
- If the problem remains unresolved, you may wish to direct your concerns to the Education Complaint Unit (see back page for contact number and website).

## Do you have any questions or concerns about school that you would like to discuss?

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We are happy to talk with you about:

- ◇ ***Matters of a general school nature (curriculum, policies, school events, etc.)***
- ◇ ***Personal concerns relating to your own child or children.***

Parents or caregivers are ***not*** to approach other students directly.

Please use the information provided in this brochure to help us appropriately resolve your issue or concern.

## CONFIDENTIALITY

Throughout this process, it is important respect the wellbeing and privacy of others and to maintain confidentiality, particularly if the issue concerns the performance of a staff member or sensitive issues regarding other students and their families.

## CONTACT INFORMATION

To see the Principal, Deputy Principal, or teachers, please make appointments through the Front Office on 8261 2845.

Principal: Lissa Hutter

Deputy Principal: Robyn Holla

Coordinator Intervention: Lauren Campbell

Coordinator STEM: Simon Watts

Torrens Partnership  
Education Director: Ros Maio 8256 8111

Education Complaints Unit: 1800 677 435  
<https://www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints/schools-and-preschools>

Minister for Education: 8226 1205



Government of South Australia

Department for Education and  
Child Development



**HILLCREST**  
PRIMARY SCHOOL  
& ORAL AURAL UNIT

AIMING FOR EXCELLENCE

## GRIEVANCE PROCEDURES

We believe that the school environment should be safe and supportive for all students, families and staff. As a student, staff member, parent or caregiver, your concerns or grievances will be treated seriously and respectfully.

The first step in a grievance procedure is to calmly and respectfully approach the person who knows most about your concern.

However if you feel unable to do this or if there is not a satisfactory resolution to the problem, this policy brochure outlines a series of steps you may choose to follow.