

Roles and Expectations

Staff, Parents and Students can expect:

- a safe, caring learning environment
- a broad and balanced curriculum
- information about and support for school policies and procedures
- opportunities to express points of view, opinions and concerns
- to be treated fairly and equitably
- to have points of views listened to and respected
- opportunities to be involved and participate in activities in the school
- appropriate communication
- confidentiality
- that concerns will be raised at school using the recommended procedures

Confidentiality

All confidential matters, such as those about student, family or staff relationships are to be raised directly with the relevant person as an initial attempt to resolve the concern. If the concern is not resolved, it is advised that you address them with the Assistant Principal or the Principal, in a confidential manner.

In the interest of maintaining confidentiality it is important that if you wish to seek support from an advocate that you do so wisely.

When the matter is discussed in the presence of a student, it is important that he/she understands that you are sure the issue will be resolved confidentially at the school level. Criticism of the school or teacher does not support your child's learning and education as it undermines trust and confidence.

Similarly, staff members are expected to keep concerns that are raised confidential and will not discuss the issue/s in front of, or with, other students or families not directly involved.

School Contacts

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Government of South Australia

Department of Education and
Children's Services



**Fairview Park
Primary School**

**Managing
Concerns**

***Do you have a
school-related
problem?***

**Grievance
Procedures for Our
School Community**

Students Managing a Concern

As a student with a grievance, I can:

- Ask myself – “How can I solve this safely by myself?”
- Speak to the person with whom you have the problem:

Use an “I” statement e.g.

- I don't like....
- I feel
- I am worried about....
- It upsets me when....
- If speaking to the person doesn't help and the problem continues, you may choose to speak to a trusted adult in your network e.g.
 - an adult at school
 - an adult in your family
- Make a plan to deal with the problem and follow it through
- If the problem is still unsolved, speak with the Principal or Assistant Principal.

Adults Managing a Concern

To ensure your ideas or concerns are handled in an effective way, the following guidelines are recommended:

Determine the appropriate person to speak to.

- If the matter involves your child or an issue of everyday class operation, make an appointment to see the classroom teacher.
- If the matter involves school policy, whole school operations or grievances that are not relevant to the classroom make an appointment to see the Principal or Assistant Principal.

Arrange a mutually appropriate time to speak to the relevant staff member about the concern (inform the person of the topic for discussion).

- Please make an appointment to address a major grievance.
- Please speak to a classroom teacher in a confidential situation.
- Please DO NOT speak directly to the children of other parents.

Try to present the facts as clearly as you can, be wary of third hand information or gossip.

Let the person know what your concern is. Listen to each other and discuss possible outcomes. The purpose of the conversation is to resolve a problem.

Allow a reasonable time for the issue to be addressed and feedback given.

If you consider the issue is not resolved, arrange a time to speak with the Principal or Assistant Principal – inform them of what you wish to discuss and the steps you have already taken.

If you feel that reasonable steps have not been taken to resolve the matter within the school, please arrange a time to speak with the Regional Director or Assistant Regional Director at the Regional Office.

Please keep grievances as confidential.

If you wish to seek support from friends or an advocate, please do so wisely and advise them that confidentiality will support the process.

The Governing Council is representative of the school community and individual members may be approached for support. The Principal and Governing Council Chairperson will exercise their judgement as to whether or not they will act upon information provided anonymously.

All formal discussions and processes involving grievances will be documented.