



Highbury Primary School

HIGHBURY PRIMARY SCHOOL

Grievance Procedure

Ratified by Governing Council on 17/5/16 to be reviewed 17/5/18

<i>A Student</i>	<i>A Staff Member</i>	<i>A Member of the Leadership</i>	<i>A School Policy</i>
<ol style="list-style-type: none"> Express your concern to the classroom teacher. Under no circumstances can a parent address an issue directly with the student The teacher will address the concern through the class management processes or will report the matter to the Leadership team The Leadership team will address the matter through the school's behaviour management procedures Where necessary the parents of both students will be informed of the outcome If the problem continues, follow the above procedures again or contact DECD on 8226 1000 	<ol style="list-style-type: none"> Make a time to meet with the person concerned Discuss your concern in a fair manner. The staff member will listen to your concern Listen to their response Together decide what action needs to be taken by both parties to ensure the problem is addressed Document the action and make a time to meet together at a later date to check on the progress If the problem is not resolved talk with the Principal, Deputy Principal or Assistant Principal on 8264 6311 	<ol style="list-style-type: none"> Express your concern directly to the person involved Discuss your concern in a fair manner. Your concern will be listened to Listen to the response Decide together what action needs to be taken to address the problem Document the actions and make a time at a later date to check on progress If the problem continues and is about the Deputy Principal, Assistant Principal or Coordinator contact the Principal. If the problem is about the Principal contact the Regional Office If the problem is not resolved contact DECD on 8226 1000 	<ol style="list-style-type: none"> Express your concern in writing to the Governing Council of the school Your concern will be discussed at a Council meeting and you will be informed of the outcome If your concern is actioned a working party will be formed and you will be invited to be a member If your concern is not resolved contact the Chairperson of the Governing Council. Contact HPS Front Office for GC details on 8264 6311

A Parent may contact the Parent Complaint Unit at any stage in the journey to discuss a concern or seek advice - 1800677435