Grievance Policy

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<th>Publication Date</th>
<th>September 2022</th>
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<td>Review Date</td>
<td>February 2025</td>
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<tr>
<td>Related Department for Education policies, procedures, guidelines, standards, frameworks</td>
<td>DfE Complaint Resolution Guidelines</td>
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<td>Responsibility</td>
<td>School Leadership and Governing Council</td>
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**Rationale**

At Ceduna Area School we are kind and relationship driven. We understand that strong communication and positive relationships are the key to a thriving community. We will develop these relationships through living our values of communication, respect and relationships.

At times as in any organisation or team things happen that we may not all understand, agree with or be happy with. The following procedures are designed to assist in the resolution of student, parent and staff concerns and grievances in a calm and respectful manner with a clear focus on maintaining positive working relationships and what is best for our students.

There are some grievances of a very serious nature where a Parent or Student may need to approach the Principal or Deputy Principal directly however most grievances in a School can be resolved when you make a time to speak with someone about a grievance. It is a good idea to inform them in advance of the issue so that they are better able to provide information at the time of your meeting.

**Rights and Responsibilities of All Individuals Involved**

All individuals have the rights and responsibilities to:

- Communicate honestly
- Reflect on the issue or concern
- Seek constructive solutions
- Expect opinions to be heard and sought
- Be supported through the process
- Be listened to
- Maintain confidentiality
- Expect that agreed actions are adhered to.

If there is ever a social or community issue that arises please do not directly approach Students or Families as this sometimes inflames a situation. Please notify the School so that a plan of action can be arranged that will support everyone involved and resolve the issues.
If You Still Have Concerns
If you are not satisfied with the way the School managed your concerns you can raise a complaint with the Customer Feedback Unit on 1800 677 435 or at education.customers@sa.gov.au