At Carlton R - 9 we believe that good relationships within a school and between the school and its community give children a greater chance of success. However, it is only natural that from time to time grievances can arise for a wide range of reasons.

**Principles of our policy:**
- everyone should be treated with respect
- meetings to discuss grievances should be deferred if any person(s) behave in an insulting or offensive manner

### STUDENTS with a grievance should

**STEPS:**
- Do you need to be: **Assertive** or **Safe**

<table>
<thead>
<tr>
<th><strong>Talk to the person about the problem</strong></th>
<th><strong>Move away from the situation immediately</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Talk to a teacher/SSO/ACEO about the problem</strong></td>
<td><strong>If the issue is unresolved, speak to your parents/caregivers</strong></td>
</tr>
</tbody>
</table>

### PARENTS/CAREGivers with a grievance should

**STEPS:**
- 1. Arrange a time to speak to the relevant staff member about the problem.
- 2. Please do not enter the school classrooms or offices to see staff about a major grievance without prior arrangement.
- 3. Let the teacher know what you consider to be unjust or unfair action.
- 4. If the grievance is not addressed arrange a time to speak to a member of the leadership team:
  - Site Manager
  - Assistant Principal
  - Principal
- 5. If you are still unhappy please arrange a time to resolve the issue with the Education Director

### STAFF with a grievance should

**STEPS:**
- 1. Arrange a time to speak to the person concerned.
- 2. Allow a reasonable time for the issue to be addressed.
- 3. If the grievance is not addressed, speak to:
  - your line manager
  - another member of the leadership team
  - WH&S rep
  - AEU rep
  - Education Office

(Ask for their support in addressing the grievance by speaking to the person involved on your behalf or acting as a mediator in a meeting)
- 4. If you are still unhappy arrange a time to speak to the Education Director

Parents with a grievance about a *school policy* should:
- Arrange a meeting time with the Site Manager to discuss the concern
- Allow a reasonable time frame for the issue to be addressed
- If you are still unhappy arrange a time to resolve the issue with the Education Director