



## Richmond Primary School

### GRIEVANCE PROCEDURES

At Richmond we support the right of any member of the school community who believes our school behaviour code is not being supported or enforced appropriately to have their grievance addressed.

The usual procedure in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. It is important that these grievances are kept confidential.

STUDENTS	PARENTS	STAFF
<ul style="list-style-type: none"> <li>• arrange a time to speak to the teacher</li> <li>• let the teacher know what you consider to be unfair</li> <li>• if the grievance is not addressed let the teacher know you will be speaking to someone else</li> <li>• arrange a time to speak to the Principal</li> </ul>	<ul style="list-style-type: none"> <li>• arrange a time to speak to the teacher</li> <li>• let the teacher know what you consider to be unfair</li> <li>• if the grievance is not addressed let the teacher know you will be speaking to someone else</li> <li>• arrange a time to speak to the Principal</li> <li>• if you are still unsatisfied approach the Regional Director who will try to assist you to resolve the situation</li> </ul>	<ul style="list-style-type: none"> <li>• arrange a time to speak to the person concerned.</li> <li>• if the grievance is not addressed speak to someone in the leadership team and ask for their support in addressing the grievance by speaking to the person involved.</li> <li>• if you are still dissatisfied approach the Regional Director who will try to assist you to resolve the situation</li> </ul>

## GENERAL INFORMATION TO ASSIST

It is important that your concerns be kept confidential, and although at times you may wish to obtain the support of friends or other parents, it is important that you do this carefully and wisely - if at all.

It's often best not to discuss your concerns in front of your child, as this may cause further anxiety. If you do discuss your concerns with, or in front of your child, try to do so in an open positive way, indicating that you feel the issue can be resolved satisfactorily when all sides of the concern are known.

Public criticism of either the school or the teacher will only lead to mistrust and lack of confidence and will certainly not help the child's education.

Finally, the school can only deal with issues that are raised in the process outlined. If the school does not receive this information, then it can only be assumed that all is well, (although we are always pleased to receive praise or constructive criticism).

"Credibility takes years to build but minutes to destroy" - your honest and direct approach to the school in the first instance will clarify areas of concern, share all sides of the issue and enable a solution before it becomes a major problem.

Please do not 'stew' over an issue, or gossip about concerns - take them to the teacher or Principal straight away so that they can be resolved to the best benefit of your child.

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