Pasadena High School is committed to providing a safe and supportive working environment for all staff. “Staff Welfare” is an important consideration within our Site Improvement Plan 2006-8.

From time to time staff have grievances about students, parents and other staff. We want to resolve these grievances as quickly and effectively as possible, to prevent situations where conflict distresses or endangers staff, students or others.

GUIDELINES FOR RESOLVING GRIEVANCES

There are three main levels at which grievances may be resolved:

1. between the complainant and the respondent with the complaint put verbally and/or in writing
2. using a “higher authority” or mediator in the school with the complaint in writing
3. using a “higher authority” outside the school with the complaint in writing

The following guidelines for resolving grievances are relevant to each of the above levels:

1) The complainant may wish to discuss the issue with a confidant to clarify it
2) The complaint needs to be specific, including the day, date, time and context
3) The complaint must be factual and non-judgemental
4) The complaint should be about the behaviour or actions, not the person
5) It is effective to use “I” statements to make a complaint. For example, “I feel stressed when you submit your subject reports late, because I have to work late at night to collate them, in order to meet the timeline for Care Group teachers”.
6) Every effort should be made to resolve conflict through less formal options in the first instance
7) Where possible, start by discussing the matter with the person involved as soon as possible
8) Maintain confidentiality
9) Attempt to achieve a win-win solution
10) There should be a prompt investigation and response
11) Establish a reasonable timeline to resolve the grievance
12) All sides should be heard
13) Separate hearsay from the detail of the complaint
14) There should be a demonstrated understanding of the respondent’s feelings and sense of goodwill
15) Appropriate support through a personnel counsellor or other trained person may be required by the complainant and or the respondent
16) Where relevant, there should be an identification and negotiation of areas for necessary growth or change or improvement
17) A complainant is not to be victimised or given unfair treatment as a result of lodging a complaint

Resolving a grievance between the Complainant and Respondent

1) The complainant should arrange a suitable time to meet
2) The complainant should state clearly the behaviour, verbally and/or in writing, which is causing concern, and that it needs to stop
3) If the behaviour recurs, the complainant should remind the respondent that he or she has already made it clear that the behaviour is unacceptable and must stop
4) If the matter is not resolved in a reasonable time, the complainant should tell the respondent, that he/she will take it to a higher authority
5) If the grievance is extremely serious, it should be taken to the Principal immediately
Resolving a grievance using a “higher authority” or mediator in the school
1) Prior to investigation, the complainant must be made aware that DECS reserves the discretion to reveal information to the respondent if required to do so by common law, or the rules associated with procedural fairness
2) The investigating officer must ensure that a detailed set of allegations is provided by the complainant. The complainant must sign and date the allegations in order to confirm that the allegations are an accurate record of his/her concerns
3) Grievances lodged must be in writing, clearly outlining the particular concern
4) Mediators or line managers with whom complaints can be lodged include:
   - Co-ordinators
   - Counsellors
   - EO contact persons
   - OHSW representatives
   - AEU Sub Branch Secretary
   - Bursar/Administration Officer
   - Assistant Principal
   - Deputy Principal
   - Personnel Advisory Committee member for certain areas
   - Principal
5) The mediator is to give a copy of the written complaint to the respondent and arrange a suitable meeting time
6) It is essential that confidentiality is maintained by all those involved in the discussion so that a solution is reached quickly and appropriately, and the rights and privacy of all concerned are protected
7) Finally, if the Principal has not resolved the matter in a reasonable time, the complainant should tell the Principal that the grievance will be taken to a higher authority outside the school

Resolving a grievance using a “higher authority” or mediator outside of the school
1) Prior to investigation, the complainant must be made aware that DECS reserves the discretion to reveal information to the respondent if required to do so by common law, or the rules associated with procedural fairness
2) The investigating officer must ensure that a detailed set of allegations is provided by the complainant. The complainant must sign and date the allegations in order to confirm that the allegations are an accurate record of his or her concerns
3) Mediators or line managers outside of the school, with whom complaints can be lodged are:
   - District Director of Education
   - AEU
   - Equal Employment Opportunity Unit (DECS)
4) Advice relating to any aspect of the formal grievance procedures may be sought from the:
   - Equal Employment Opportunity Unit (DECS)
   - Special Investigations Unit
   - Legal Services Unit
   - Policy and Industrial Relations Unit
5) The objective is that the grievance is resolved for the good of all concerned
Good relationships within the school community give students a greater chance of success. However in the event of a grievance, the following guidelines may be used. For further detail refer to the Department's documents – “Grievance Procedures for Employees” and the “Grievance Resolution Policy”.

**Principles of our policy:**
- Everyone should be treated with RESPECT. This is one of the school’s five values.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner. RELATIONSHIPS and CITIZENSHIP are two other Values we promote.

<table>
<thead>
<tr>
<th>STUDENTS with a grievance could</th>
<th>PARENT(S)/CARER(S) with a grievance could</th>
<th>STAFF with a grievance could</th>
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<tbody>
<tr>
<td>STEPS:</td>
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<td>1. Talk to the person about the problem. (if possible)</td>
<td>1. Arrange a time to speak to the relevant teacher(s) about the problem.</td>
<td>1. Arrange a time to speak to the person concerned.</td>
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<td>2. If you feel uncomfortable, speak to someone, 'with whom you feel comfortable '.</td>
<td>2. Please do not enter school classrooms or offices about a major grievance without prior arrangement.</td>
<td>2. Allow reasonable time for the issue to be addressed.</td>
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<td>3. - Care Group Teacher - Subject Teacher - Year Level Leader - Subject Leader - Student Counsellor. - Youth Worker - Mentor</td>
<td>3. Let the teacher know what you consider to be the issue.</td>
<td>3. <strong>If the grievance is not resolved, speak to:</strong></td>
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<td>4. If the issue is unresolved ask your parent(s)/carer(s) to contact the school.</td>
<td>4. Allow a reasonable timeframe for the issue to be addressed.</td>
<td>* Your Line Manager</td>
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<td>5. (See Parent/Carer column).</td>
<td>5. If the grievance is not addressed arrange a time to speak with the Subject or Year Level Leader.</td>
<td>- A nominated grievance contact</td>
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<td>6. If the grievance is not addressed arrange a time to speak with the Principal, Deputy Principal, Assistant Principal or Student Counsellor.</td>
<td>- OHW&amp;S representative</td>
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<td>7. If you are still unhappy, please arrange a time to discuss the issue with the District Director. Phone 8416 7340.</td>
<td>- Racist/Sexual harassment contact</td>
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<td>- Union representative</td>
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<td>- PAC (where appropriate)</td>
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<td>- Student Counsellor</td>
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<td><strong>Ask their support in addressing the grievance promptly by:</strong></td>
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<td>- Speaking to the person involved on your behalf</td>
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<td>- monitoring the situation</td>
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<td>- investigating your concern</td>
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<td>- acting as a mediator.</td>
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<td>4. If the issue is not resolved within a reasonable time arrange a time to speak to the Principal.</td>
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<td>5. If the issue is not resolved within a reasonable time arrange a time to speak to the Regional Director. Phone 8416 7344.</td>
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</table>

Note: Parent(s) with a grievance about School Policy should:
- Arrange a meeting time with the Principal to discuss your concern on 8152 6800.
- Allow reasonable timeframe for issue to be addressed.
- If you are still unhappy arrange a time to resolve the issue with the District Director.

Note: Staff have access to the DECS Employee Assistance Program. For more information: [www.decs.sa.gov.au/ohs](http://www.decs.sa.gov.au/ohs)