



Grievance Policy

Issue Date: August 2021

Review Date: August 2022

Approved by Governing Council: 9th September 2021

At Hamilton Secondary College we value *Respect, Excellence and Integrity*. This underpins our actions and allows us to ensure a safe and supportive learning and working environment for all. We value positive relationships with all members of our school community. This means that we welcome and promote open, polite discussion of problems, issues and concerns even when there is disagreement.

Staff of Hamilton Secondary College believe that good relationships between school and community give students a greater chance of success. However, it is acknowledged that from time to time grievances can arise.

Principles of our policy

- Everyone should be treated with respect
- Meetings to discuss grievances should be suspended if any person(s) behave in an insulting or offensive manner

STUDENTS with a grievance should where possible

1. Talk to the person about the problem
2. Fill out a Bullying/Harassment form from Student Services
3. Talk to a staff member at an appropriate time
4. Speak to a counsellor or someone 'who you feel comfortable with'
5. Either talk to your parent or someone you trust about the problem, to advocate on your behalf if the issue is unresolved

PARENTS with a grievance should

1. Communicate the concern to the relevant staff member about the problem. If necessary, please make an appointment through Reception. *Do not enter the college without an appointment*
2. Let the staff member know what you as parent/caregiver consider to be unjust or an unfair action
3. Allow for a reasonable timeframe for the issue to be addressed
4. Speak with a member of the College leadership team if the grievance is not addressed
5. If not satisfied with a decision call the Customer Feedback Unit *

***Customer Feedback Unit, Customer and Information Services directorate**

Phone: 1800 677 435

Email: education.complaints@sa.gov.au

STAFF

The Hamilton values of Respect, Excellence and Integrity are underpinned by the principles set down in the Code of Ethics for the South Australian Public Sector which all staff are expected to observe. These include observance of democratic values; service, respect and courtesy; honesty and integrity, accountability; and professional conduct standards.

Staff with a grievance should

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 principal/line manager
 - Personnel Counsellor: School or Department for Education
 - Personnel Advisory Committee(Ask their support in addressing the grievance by acting as a mediator in a meeting)
4. If you are not satisfied with the outcome then refer to the following links for extra support

For specific requirements for schools and preschools about complaint management processes refer to:
[complaint management and reporting](#) [complaint management procedure \(staff login required\)](#) .

Schools and preschools must conform to this policy and the [DPC Circular PC039 Complaint Management in the South Australian Public Sector](#) .