

GRIEVANCE PROCEDURES POLICY

Good relationships within the LIS community give students a greater chance of success.

Principles of our policy:

- Everyone should be treated with respect.
- All parties will listen to concerns with an open mind and investigate all relevant issues carefully.
- Confidentiality will be respected and maintained during and following the resolution process.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

In the event of a grievance, the following procedures are expected to be followed by the LIS community.

STUDENTS with a grievance

STEPS:

- 1.** Talk about the problem with the person involved. Use problem solving procedures, i.e. "I don't like it when...I would like you to stop...If you don't stop I will have to ask a teacher to help..."
- 2.** If the problem continues see the teacher immediately so they may help you resolve the issue. Parents may be notified, depending on the level of the grievance.
- 3.** If the problem remains talk to someone you feel comfortable with. Talk to your Teacher, Classroom Assistant relevant HOC / Deputy or the Principal and / or your parents about the problem at an appropriate time.
- 4.** Allow a reasonable timeframe for the issue to be addressed.
- 5.** If the issue is unresolved Parents and the Principal will work together to develop strategies to resolve the grievance.

PARENTS/STAKEHOLDERS with a grievance

STEPS:

- 1.** Talk to the individual / teacher about the problem. Discuss the question of concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve the problem in a way that respects the needs of those involved.
- 2.** Please do not enter LIS classrooms or offices, about a major grievance, without prior arrangement.
- 3.** Allow a reasonable timeframe for the issue to be addressed.
- 4.** If the issue is not addressed arrange a time to talk to the HOC / Deputy.
- 5.** If you have followed steps one to four and you are still unhappy please arrange a time to talk to the Principal.

For LIS policy issues:

- 1.** Arrange a meeting with the principal to discuss your concern.
- 2.** Allow a reasonable timeframe for the issue to be addressed.
- 3.** If you are still unhappy arrange a time to discuss the issue with IEA Director of Schools.

STAFF with a grievance

STEPS:

- 1.** Talk to the person about the problem. Discuss the question or concern directly with the person involved stating the problem clearly and objectively. Seek to resolve the issue in a way that respects the needs of all involved.
- 2.** Allow a reasonable timeframe for the issue to be addressed.
- 3.** If the grievance is not resolved, speak to or contact –
* HOC / Deputy
* Principal

Ask their support in addressing the grievance by:
- speaking to the person involved on your behalf
- monitoring the situation
- investigating your concern
- acting as mediator
- 4.** If you have followed steps one to three and the issue is not resolved within a reasonable timeframe arrange a time to speak to IEA Director of Schools.