

FRANCES PRIMARY SCHOOL - GRIEVANCE PROCEDURE

1. We believe it is important that all people in this community feel safe, secure and happy.
2. Good relationships between people are essential so that we can all get on with achieving our best in all areas - academic, sporting, cultural.
When our relationships are respectful, happy ones and we observe our School Code, we can expect
 - Quality learning outcomes for students
 - Quality teaching programs
 - Positive role modelling in behaviour and work ethic
 - A safe, secure and happy school climate for everyone.
3. However, there will come occasions when people feel upset, harassed and hurt and they will need help and support.
4. The school's grievance procedure is for students, parents and staff to effect solutions to such problems and concerns. **The first step is to talk to the person with whom you have the grievance.**
5. If the person(s) hurt, feel they cannot deal with the matter alone, then it is recommended that they seek an appropriate support person to help them.
6. In this whole process, it is expected that a no blame, "Code of Conduct" is observed in terms of communication, courtesy, dignity, respect and fairness. The goal is to make a plan to move forward.
7. The spirit of this procedure is to attempt to resolve conflict in a "win/win" manner.

FRANCES PRIMARY SCHOOL GRIEVANCE FLOWCHART

The school grievance procedure is designed to restore relationships.

