



# KINGSTON COMMUNITY SCHOOL

*Country style education with city style opportunities*

## GRIEVANCE PROCEDURES – PARENTS & STUDENTS

From time to time you may have a concern or query with some aspect of our school programme and processes. This could include:

- Staff matters
- Classroom issues
- Behaviour of others
- Bullying issues
- Academic progress
- Assessment and reporting issues
- Subject offerings / timetable issues
- School sports
- School policies
- Attendance issues
- Decision making

It is important that in such cases, that you arrange to resolve the grievance or dispute as soon as possible. Talk to a person who can assist you to work through the matter in a confidential way, or seek advice from a trusted friend or colleague, or speak to the person concerned directly.

Such people include:

- The class teacher
- The subject teacher
- The home class teacher or year level co-ordinator
- The student counselor
- The Deputy Principal
- The Principal – (policy issues, unresolved issues that you have raised with other staff members etc.)
- P.A.C. representative
- OHS & W representative

Wherever possible let the person know about the nature of your concern or query prior to a meeting. This means that both of you will be prepared and have all the necessary information to resolve the issue in an amicable way.

If together, or with a mediator or advocate, you are unable to resolve the problem, arrange a time to meet with the Principal.

If the problem is still not able to be resolved, you may choose to contact the Regional Office. In such cases, the Regional Director, will initially ensure that attempts have already been made to sort out the issue at the school level.

The Principal has the right to involve outside personnel if necessary.