



# KINGSTON COMMUNITY SCHOOL

## 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 counsellor
- The Deputy Principal
- The Principal – (policy issues, unresolved issues that you have raised with other staff members etc.)
- P.A.C. representative
- WHS representative

### **PARENTS**

Grievance procedures for parents are outlined on the Department for Education website <https://www.education.sa.gov.au/department/feedback-and-complaints/raising-complaint-department> or our website under School Policies.

### **STUDENTS**

The student counsellor can assist students to work through grievance procedures or a complaints process.