



**Dernancourt  
School**  
work together  
with our community  
in the best interests  
of the children

At Dernancourt we are committed to working together to meet the educational needs of our students. This occurs most efficiently when staff, students and parents are working towards the same ends. This can only happen if there is trust, and open and effective communication between people within the school community.

All staff members, students and parents who work well together, treat each other with respect and dignity, and act to resolve concerns and conflicts promptly and efficiently. This promotes both an effective and happy work environment, and the health of the school community.

**It is everyone's responsibility  
to ensure this happens.**

#### **Dernancourt School**

29 Parsons Road, Dernancourt 5075  
Phone: (08) 8261 2677 (08) 8261 5006 Fax: (08) 8261 0534  
Email: [dl.0982\\_info@schools.sa.edu.au](mailto:dl.0982_info@schools.sa.edu.au)

**Website: [www.dernancts.sa.edu.au](http://www.dernancts.sa.edu.au)**

**Dernancourt  
School**  
*Learning  
Together*



## **Grievance Policy**

Good relationships within the school community give children a greater chance of success. However in the event of a grievance or a problem that you are concerned about, the following guidelines may be used.

**Our School Values are:  
Respect, Cooperation, Confidence  
and Commitment**



Government  
of South Australia  
Department for Education

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## You can assist resolution of your problem by:

- Addressing the issue, rather than trying to ignore it
- Stating the -concern clearly, calmly and objectively,- giving specific instances where appropriate
- Seeking a solution that attempts to meet the needs of those concerned
- Managing your emotions so that all parties are comfortable (eg. speak calmly, manage any anger)

## Our mutual commitment when someone raises a concern, is that all concerns will be acknowledged and that all parties will:

- Listen to concerns with an open mind and seek to understand them
- Maintain confidentiality
- Treat each other decently, and use a calm voice
- Investigate any relevant issues carefully
- Be committed to resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible
- Attempt to communicate clearly, sensitively and objectively
- Establish time lines for actions and review for any resolutions.

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## STUDENTS with a grievance should:

1. Tell the person how you feel and what you want to happen.  
If the problem stops, great!  
If not, go to step 2 or 3 or 4.
2. Tell a friend / take a friend with you and repeat how you feel.  
If the problem stops, great!  
If not, go to Step 3 or 4.
3. Tell an-adult (eg teacher, SSO, parent).  
Discuss a plan.  
Make sure you can do this plan - then do it.  
If the problem stops, great!
4. If not, go to Step 4.
5. If it still does not solve the problem, talk to the Coordinator: Student Engagement or the Principal, or, ask your parents to help you talk to them.  
The Principal or Coordinator will then assist you to solve the problem.

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## PARENTS/CAREGIVERS with a grievance should:

### *Issues related to classrooms:*

1. Organise a mutually agreeable time to talk to the teacher about the problem.
2. Discuss the issue with the teacher, stating the problem clearly, calmly and objectively. Aim to resolve it in a way that respects the needs of those involved.
3. Allow a reasonable timeframe to sort it out.
4. If a resolution cannot be reached you need to make an appointment with the Coordinator or the Principal.
5. If you are still unhappy, please arrange a time to discuss the issue with the Assistant Regional Director.
6. If still unresolved, you can contact the DECD Parent Complaint Unit (see information on the school's website)

### *For issues related to school policy:*

1. Arrange a meeting time 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 resolve the issue with the Assistant Regional Director.
4. If unresolved, contact the DECO Parent Complaint Unit (see information on the school's website)

