

## RESOLVING GRIEVANCES AND COMPLAINTS FOR VVSS PARENTS

### Introduction

Valley View Secondary School is a complex and busy school which is always striving to improve and adapt to the changing needs of the students we accommodate and support. Keeping up with the complicated pace of change in our challenging and changing workplace, people, systems and processes are continually under pressure to adapt learn and innovate.

Success increasingly depends on our ability to create and maintain a wide range of productive working relationships. In such a dynamic environment, issues, problems and misunderstandings are inevitable. Fostering a positive culture and practices that support vibrant working relationships between parents/caregivers and teachers is a complex, ongoing task to which everyone contributes through their behaviours and professional conduct.

It includes encouraging a climate and culture that addresses and resolves disagreements and relationship challenges and whenever possible, reduces the risk of issues and potential conflicts becoming entrenched grievances or complaints.

In committing to fostering a safe, harmonious and productive community for all staff and parents, at VVSS we have implemented a grievance policy and procedure to address all levels of grievances with the aim of resolving these in an orderly, prompt and efficient manner.

It is essential that in all instances, clear and accurate information is communicated at all levels. That all staff and parents are treated with mutual respect and have every opportunity to be heard and listened to with the goal of restoring and establishing professional, productive and effective working relations which maximise the achievement of individual student success.

In the event that a parent has a grievance against a teacher it is important that the following process be followed to ensure a fair and efficient resolution for all concerned can be initiated and completed with minimal impact on students.

### STEPS:

1. Arrange a time to speak to the relevant teacher(s) about the problem.
2. Please do not enter school classrooms or offices about a major grievance without prior arrangement. Arriving unannounced may only exacerbate the issue as the teacher responsible may not be available. Best practice would be to email the teacher of your concerns and arrange a mutually suitable time to discuss the issue. (teacher emails are available on our website or the front office can be contacted)
3. Let the teacher know what you consider to be the issue.
4. Allow a reasonable timeframe for the issue to be addressed. You can expect to be communicated about the progression of the resolution.
5. If the grievance is not addressed arrange a time to speak with the appropriate Curriculum Coordinator
6. If the grievance is still not addressed arrange a time to speak with the Deputy or Assistant Principal.

7. In the event that an issue cannot be resolved to the parents satisfaction, the issue will be taken to the Principal where a suitable time will be arranged to discuss the matter further
8. If you are still unhappy, please arrange a time to discuss the issue with the Education Director.
9. You may also contact the DFE Education Complaint Unit: **1800 677 435**

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