

Elliston Area School

Staff guide to raising a concern or a complaint

Principles of our Policy

Good relationships within the school community give students a greater chance of success at Elliston Area School. Staff need to work through concerns and complaints in a calm and productive way, which acknowledges and addresses the issues for all parties.

Everyone should be treated with respect and confidentiality will be maintained at all times. Meetings to discuss concerns or complaints will allow all parties opportunities to express themselves calmly but these may be suspended if anyone behaves in an insulting or offensive manner and further meetings redirected to the Eyre and Western Regional Office.

The following processes will enable positive outcomes to be achieved for all.

STAFF with a concern or a complaint

STEPS

- If you feel safe to do so, arrange a time to speak to the person concerned.

- Nominate a contact person in either HR, AEU or PAC, seeking their support in -
 - speaking to the person involved on your behalf
 - monitoring the situation
 - investigating your concern
 - acting as a mediator

- Allow reasonable time for the concern to be addressed

- If the concern or complaint is not resolved speak to the Principal

- If the concern is not resolved refer to DECD Complaint Resolution for Employees Procedure – reference ‘Complaint Resolution Flowchart’ and follow process until complaint is settled or closed.

Communication is the key and this process will give staff support to address issues and concerns in a positive way.