



HEATHFIELD  
HIGH SCHOOL

# GRIEVANCE PROCEDURES FOR PARENTS/STUDENTS/ STAFF WITH CONCERNS ABOUT SCHOOL MATTERS

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**Heathfield High School acknowledges the importance of positive caring relationships within the school community. However, in the event of a grievance, the following guidelines may be used.**

- Everyone should be treated with respect and fairness
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner

## Before making a Complaint

**Before making a complaint, you should:**

- Clearly identify issues and the resolution you are after.
- Provide complete and factual information.
- Cooperate with any requests for more information.
- Not include deliberately false or misleading information.
- Treat staff handling the complaint with courtesy and respect.

**Types of concerns and complaints:**

You may choose to make a complaint if you believe that the school, preschool or corporate office has:

- Done something incorrect.
- Failed to do something they should have done.
- Acted unfairly or impolitely.

**Your complaint or feedback may be:**

- The type, level or quality of service.
- The behaviour and decisions of staff.
- A policy, procedure or practice.

Complaints and feedback may be about something we have to do because of state or federal law. We will talk to you and help you understand the requirements and why they exist

## Students with a Grievance

1. Talk to the person about the problem.
2. Talk to a teacher or SSO about the problem at an appropriate time.
3. Speak to an adult or a student leader, with who you feel comfortable e.g. wellbeing leader, pastoral care worker, or big brother/sister.
4. If the issue is unresolved, speak to your parent(s)/caregiver.

## Parent(s)/Caregiver with a Grievance

Where concerns or situations arise related to the educational experience of a child, families should try to resolve the issue through the following steps (preferably in numerical order), and to contact the appropriate staff member/s to ensure the issue is resolved:

**Pastoral Care Concern**

1. Home group teacher
2. Year Level Leader - assigned to year level
3. Assistant Principal - aligned to year level
4. Senior Executive Leader (Middle School) or Deputy Principal (Senior School)
5. Principal

### Curriculum-based Issues

1. Subject teacher
2. Faculty Leader
3. Senior Executive Leader assigned to the faculty or specific area:

Executive Leader	Faculty
Derek Slater	Wellbeing and, Health and Physical Education
Lindsey Crowe	English, Humanities (including Entrepreneurial Learning) and, The Arts
Nick Cole	Mathematics
Bob Phoumirath	Technologies and Senior School
Ross Wall	Science and Middle School
Dave Bennett	Intervention and Support

4. Principal

If there is a specific issue to be discussed regarding the child's progress or curriculum matters, meetings may be requested by parents, teachers or members of the Leadership Team.

Where situations arise regarding challenges or concerns outside of Heathfield High School, we urge families to consider whether the issue is a school issue, and whether the school is able to resolve the complaint.

### All Staff including Volunteers with a Grievance

1. Arrange a time to speak to the person concerned, allowing reasonable time to address the issue.
2. If the grievance is not resolved within a reasonable time speak to:
  1. Your line manager
  2. Assistant Principal
  3. A nominated grievance contact
  4. WHS representative
  5. Union representative
  6. PAC (where appropriate).
3. Ask their support in addressing the grievance by:
  1. speaking to the person involved on your behalf;
  2. monitoring the situation;
  3. investigating your concern;
  4. acting as a mediator

## Next Step

If you have contacted us via the above process and you are still not satisfied that your complaint has been addressed, you can contact the department's Customer Feedback Team.

You can either –

- Submit the [online feedback and complaints form](#), or
- Call 1800 677 435 (free call) and provide your details to a Customer Service Officer.

If you choose to remain anonymous, the Customer Feedback Team may be limited with the action they can take.