

WHERE DO I GO WITH A CONCERN or GRIEVANCE?

The following flow chart outlines the appropriate procedure for raising a concern.

Management staff and members of the College of Teachers or the School Council check that the procedure has been followed if a matter is brought to them.

With regard to more whole school concerns, it may be best to put them in writing to the School Administrator for appropriate action. Or attend the weekly listening circle.

PROCEDURES FOR RAISING CONCERNS OR A GRIEVANCE

FLOW CHART

All members of the school community are obliged to follow these procedures.

The Pastoral Carer works in the school to provide support to people in our school community. Please feel free to contact her for a confidential discussion, listening ear, mediation at meetings and support for you and your child.

With Regard to: Education Staff

STEP 1: Appointment with Teacher/Assistant

- Make an appointment to discuss the concern with the relevant person.

↓ If the matter is not resolved proceed to the next step.

STEP 2: EC, Primary, High School Coordinator

- Parent and/or teacher to raise the concern with the appropriate Coordinator who will arrange to mediate a discussion between the parties. A support person is welcome to join that meeting.

↓ If the matter is not resolved proceed to the next step.

STEP 3: Written Concern or Complaint Reviewed by Administrator (College of Teachers (COT) may be informed)

- The concern is to be put in writing to the Administrator by letter/email or using the "Concern and Grievance" form available from the front office and website.
- The Administrator is to mediate the dispute
- If relevant, COT informed
- A response will be provided to relevant parties regarding the substance of the concern and what actions are being taken to resolve the matter by the Administrator.

↓ If the matter is not resolved proceed to the next step.

STEP 4: School Council / College of Teachers Mediation

- A formal complaint is to be lodged with the Administrator, Council or College
- The School Administrator in consultation or with the support of Council and/or COT will arbitrate a resolution.
- All relevant parties kept informed

↓ If the matter is not resolved proceed to the next step.

STEP 5: Right of Review

- If the matter is not considered resolved, the Administrator or School Council may seek resolution through an external, independent mediator. A request for this should be put in writing to the council.

With Regard to: Non-Education Staff

STEP 1: Appointment with Staff Member

- Make an appointment to discuss the concern with the relevant staff member.

↓ If the matter is not resolved proceed to the next step.

STEP 2: School Administrator

- The concern to be put in writing to the Administrator by letter/email or using the "Concern and Grievance" form available from the front office and website.
- The School Administrator will arbitrate a resolution.
- A response will be provided to relevant parties regarding the substance of the concern and what actions are being taken to resolve the matter by the Administrator.

↓ If the matter is not resolved proceed to the next step.

STEP 3: School Council Mediation

- A formal complaint is to be lodged with the Administrator, Council or College
- The School Administrator in consultation or with the support of Council and/or COT will arbitrate a resolution.
- All relevant parties kept informed

↓ If the matter is not resolved proceed to the next step.

STEP 3: Right of Review

- If the matter is not considered resolved, the Administrator or School Council may seek resolution through an external, independent mediator. A request for this should be put in writing to the council.

Confidentiality

All parties to a concern are requested to respect confidentiality in dealing with issues of concern and therefore refrain from discussing issues of concern with other members of the school community until the matter has been resolved.

Perth Waldorf School attempts to use **Restorative Justice Principles and Practices** as the main tool for managing concerns and grievances.

NOTE: Concerns or Grievances with regard to the School Administrator should be directed to the Council Chairperson.

Perth Waldorf School
Concern & Grievance Policy and Flow Chart
Concern and Grievance Report Form

This form is to be used when putting a concern or grievance in writing.

Please refer to the procedure outlined on the Concern and Grievance Flow Chart overleaf.

Once completed:

- Email, post or hand this form in to the front counter at the school office. It will be directed accordingly. You may ask for a receipted copy if required. (Place in an envelope marked "confidential" if necessary.)
- Concerns will be processed in accordance with the Concern and Grievance Policy. (See website or ask in the office for a hard copy of the policy and this form.)

INDICATE LEVEL OF CONCERN TO YOU (circle): MINOR MIDDLE MAJOR

- Date _____
- Name of person filling in this form _____
- Contact phone number _____ Email: _____
- Address: _____

Person filling in this form is a (please circle) : Teacher Parent/ Guardian Teaching Assistant Other : _____

Description of concern and actions taken so far: (Add additional pages if more space is needed)

What you would like to see happen: (Add additional pages if more space is needed)

Thank you for filling out this form. You will be contacted to let you know how your concern is being addressed.

Please feel free to follow up this report with the school administrator or school council if you feel you are not being heard.

Perth Waldorf School
Concern & Grievance Policy and Flow Chart

CONCERN & GRIEVANCE POLICY

- In the first instance anyone wishing to report a concern should refer to the Concern & Grievance Procedure Flow Chart and Flow Chart for the process on how to report a concern.
- The Flow Chart and Report form are attached to this policy and are available on the school's website and also at the Front Office.

This policy explains what to do if you have a concern or grievance about anything to do with Perth Waldorf School. A "concern" means any type of problem, grievance, worry or complaint about any aspect of the Perth Waldorf School including discrimination. The procedure may be used by parents, guardians, staff, or members of the public. This procedure may be used by a student's parent or guardian on behalf of a concern or grievance their child has.

For example, you could have a concern about:

- A bullying issue
- How an issue has been handled
- The actions of another member of the school community
- Safety in the school
- A child's treatment by a member of staff
- Financial issues
- Discrimination

etc...

PWS welcomes and encourages all feedback. PWS recognizes that concerns and grievances are important pieces of information for the school and that good procedures are needed to ensure concerns are heard, recorded, and addressed in a timely manner.

KEY PRINCIPALS

Confidential – only the people directly involved in the grievance or sorting it out, can have access to information. See the section headed "Record Keeping" for more information about where and how records will be kept.

Impartial (fair) – all sides get a chance to tell their side of the story. No-one makes any assumptions or takes any action until all relevant information has been collected and considered. All sides have access to support if they want or need it. **Free of unfair repercussions or victimisation** – the Administrator and School Council takes all necessary steps to make sure people involved in a grievance are not victimised for coming forward with a grievance or helping sort it out.

Perth Waldorf School
Concern & Grievance Policy and Flow Chart

Sorted out at the immediate level, if possible – we will aim to sort out all grievances at the immediate level, if possible, with the minimum of fuss. In many cases, grievances can be sorted out by agreement between the people involved with no need for further action to be taken.

Sensitivity – The Administrator, The College of Teachers and School Council will treat all concerns seriously and sensitively.

Timely – we aim to deal with all concerns as quickly as possible. The Administrator will keep you informed with the progress of the issue.

Record Keeping

The Administrator and Staff will keep written notes of:

- their interviews with all parties to a grievance; and
- what action they took to resolve the grievance

These notes will be kept within the Administrator's office while the issue is being resolved. Once the matter has been finalized, the Administrator will keep all records of concerns in a secure location. Records will be reviewed at least annually so that systemic problems can be identified and trends reported on.

Support

When a meeting occurs between a member of staff and a parent, both parties are able to have a support person present.

The support person does not say anything in grievance meetings. They are simply there to provide moral / emotional support for the person/s involved. The support person is also bound by confidentiality.