

4. PROCEDURES

4.1 GRIEVANCE & CONCERN FLOWCHART



**PERTH WALDORF
SCHOOL**
Steiner Education

WHERE DO I GO WITH A CONCERN or GRIEVANCE?

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

The School Leadership 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. The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website. While the Director General may consider whether the school has breached the registration standards, the Director General does not have the power to intervene in a complaint or override the school's decision.

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.

You can contact the school in person, by telephone 08 9417 3638, email at pws@pws.wa.edu.au, or by letter PO Box 1247, Bibra Lake WA 6965. Please ask if you require some assistance in expressing your concern.

**PROCEDURES FOR RAISING GRIEVANCE OR A CONCERN
FLOW CHART (for parents, guardians, staff or member of the public)**

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

The Pastoral Carer and the Wellbeing & Student Support Coordinator work in the school to provide support to people in our community. Feel free to contact them for a confidential discussion, listening ear, mediation at meetings, referral to outside agencies and support for you and your child.

With Regard to: **Education Staff**

With Regard to: **Non-Education Staff**

STEP 1: Appointment with Teacher/Assistant
 ○ Make an appointment to discuss the concern with the relevant person.

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.

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

STEP 2: Early Childhood, Primary, High School Coordinator
 ○ Parent, guardian, staff, or member of the public 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.

STEP 2: School Administrator
 ○ The concern to be put in writing to the Administrator by letter/email or using the “Grievance and Concern Report” form available from the front office and school 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.

↓ 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 “Grievance and Concern Report” form available from the front office and school website.
 ○ The Administrator is to mediate the dispute.
 ○ If relevant, College of Teachers to be 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.

STEP 3: School Council Mediation
 ○ A written 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 College of Teachers will arbitrate a resolution.
 ○ All relevant parties are to be kept informed.

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

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

STEP 4: School Council / College of Teachers Mediation
 ○ A written 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.

STEP 4: 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.

↓ 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.

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.

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

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

The Director General of Education has a role in overseeing the school’s complaint handling process and that registrations standards have not been breached. The Director General does not have the power to intervene in a complaint or override the school’s decision. See the Education Department website for more information.



Grievance & Concern Report Form

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

Please refer to the procedure outlined on the Grievance and Concern 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 Grievance and Concern 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: _____
- Phone number: _____ Email: _____
- Address: _____

Person filling in this form is a (please circle, or note other):

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.