



GRIEVANCE PROCEDURE



Initially, you may

- Discuss the situation with the person concerned in a calm manner, whilst making them aware of the effect of their behaviour.
- Seek support from your Student Organisation members.
- Ask for assistance from a staff member, Student Counsellor, Assistant Principal or Deputy Principal

You may decide to lodge a formal Report

- Work with a Counsellor or AP or DP and document a “Reporting Behaviour Concern”
- Develop an agreed Plan of Action in response to the offending behavior
- Work with staff to follow that agreed plan to resolve the issue.

If the issue remains unresolved

- Arrange a formal meeting with the Principal
- If after the above process, the matter of concern has not been resolved, contact the Education Director (DECD) on 8314 4026
- You or your parent or caregiver may contact the Education Compliant Unit at any stage in the process at free call 1800 667 435 (standard call costs apply from mobiles) or you can email **DECD.EducationComplaint@sa.gov.au**
- If the issue is not resolved through the previous steps you can seek independent advice from the SA Ombudsman - Toll free 1800 182 150 or phone 8226 8699 or you can email ombudsman@ombudsman.sa.gov.au.



The circumstances of your complaint will influence whether this option is available

