

## **The Grange P-12 College Grievance/Complaints Procedures**

The following procedures are designed to assist in the resolution of student, parent and staff grievances. When you make a time to speak with someone about a grievance, it is a good idea to inform them in advance of the issue so that they are better able to provide information at the time of your meeting. If at any stage of these procedures you would like to have another person present, such as a member from Student Wellbeing or Support Person. Please arrange this when you negotiate your meeting time.

### **Parents**

Make a time to speak with the teacher or staff member involved.

Discuss your grievance and attempt to resolve the issue. If you feel that the issue has not been satisfactorily resolved, inform the teacher that you will be speaking with someone else.

Make an appointment to speak with a member of the College's Leadership Team. Discuss your grievance and attempt to resolve the issue.

If you feel that your issue has not been satisfactorily resolved, inform the person you will be speaking with the Principal.

If you feel that the issue has still not been satisfactorily resolved, inform the Principal that you will be speaking with the Region.

Make an appointment to speak with the Region.