

RAISING ISSUES

At Murray Bridge North Schools we believe that good relationships among members of our school community give children a greater chance of success.

From time to time, issues, concerns or problems may arise which need to be dealt with in a timely and supportive manner.

Principles of our policy:

- Everyone has the right to express his or her concerns in a safe, respectful and confidential manner.
- The person concerned has the right to respond to the issues raised.
- The aim of the process is to attempt to reach a mutual understanding and acceptable compromise.
- Everyone should be treated with respect.
- Grievances are best dealt with promptly in a timely manner.
- Although people may feel aggrieved, sometimes they may choose not to act.

STUDENTS

If you have concerns, these are some of the steps you could follow:

- Talk to a trusted friend, parent or staff member to help understand the problem and feelings.
- Arrange a mutually convenient time to speak to the person concerned.
- You could organise a mediator to help with the meeting.
- Explain your problem, keeping to the facts. Do this when you are feeling calm.
- Talk together about some ways the problem could be solved.
- Try to agree on solutions. It is best for these to be written down.
- If you are not happy with the outcome, make a time to speak about the problem with a staff member you trust.
- If the issue is still unresolved, speak to an adult at home. Keep seeking help from other adults.

PARENTS and FAMILIES

If you have concerns, these are the recommended steps to follow:

- Talk it over confidentially with someone you trust to clarify the issue.
- Arrange a mutually convenient time to speak to the person concerned.
- You may wish to organise a mediator to help with the meeting.
- Explain your issue, keeping to the facts.
- Give the other person the opportunity to express their views.
- Explore a range of solutions, attempting to reach agreement. It may be helpful to record agreed solutions.
- Allow a reasonable timeframe for the issue to be addressed.
- If you are not satisfied with the outcome, arrange a time to speak to a member of the leadership team.
- If the issue is still unresolved, arrange a time to speak to the Education Director about it on 8532 0700.

STAFF

If you have concerns, these are the recommended steps:

Clarify the concern by

- Dot-pointing the issues
- Talking it over with a support person who will keep the concern confidential eg. line manager, personnel counsellor. (Employee Assist - 1300 360 364)
- www.sapca.org.au to search for a Counsellor in your area

Arrange a mutually convenient time to speak to the person concerned.

- Explain your concern.
- Attempt to reach mutual understanding.
- Explore a range of solutions. Document these for clarification.
- You may wish to have a mediator to help with the meeting.

Allow a reasonable timeframe for the issue to be addressed.

If you are not satisfied with the outcome, you may wish to speak to

- a school-based grievance contact person

- the school counsellor
- a PAC, WHS or AEU member
- Employee Assistance

If the issue is still unresolved, you may wish to arrange a time to speak to the Regional Director about it.

SUPPORT STRATEGIES

Before meeting about the concern:

- Seek advice in ways that maintain confidentiality
- Write down your concern to assist in keeping on track during the meeting.
- Consider a range of solutions.
- Arrange a meeting which allows enough time to discuss the issues.
- Focus on the problem, not the person.

During the meeting:

- Outline the issue, stating your needs.
- Speak clearly and calmly.
- Listen to the other person's point of view.
- Offer possible solutions. Aim for something you will be happy with, and be prepared to compromise.
- If at the conclusion of the meeting you consider the issue is still not resolved, say so.

If there is no resolution:

- You may decide to monitor the situation before meeting with the person again
- You may decide to take the concern to the next step.

