

GRIEVANCE PROCEDURE

At Salisbury Schools we value respect and cooperation as a foundation upon which trusting and positive relationships are developed.

These Grievance Procedures provide a clear and transparent framework to deal with difficulties which may arise as part of staff/ parent / student working relationships. They are necessary to ensure that everybody is treated in the same way in similar circumstances so that issues, grievances or disputes are dealt with fairly, simply and quickly.

STUDENTS with a grievance could:

- 1. Talk to the person about the problem**
- 2. Talk to a teacher or other staff member about the problem at the appropriate time.**
- 3. If you feel uncomfortable speak to someone ‘who you feel comfortable with.’**
- 4. If the issue is unresolved, speak to your parents / caregivers.**

PARENTS with a grievance could:

- 1. Arrange a time to speak to the relevant teacher about the problem.**
- 2. Let the teacher know what you consider to be the issue.**
- 3. Allow a reasonable timeframe for the issue to be addressed.**
- 4. If the issue is not addressed arrange a time to speak to the Principal or Deputy Principal.**
- 5. If you are still unhappy, please arrange a time to speak to the Assistant Regional Director.**

STAFF with a grievance could:

- 1. Arrange a time to speak to the person concerned.**
- 2. Allow reasonable time for the issue to be addressed.**
- 3. *If the grievance is not resolved, speak to***
 - Your Principal/Line Manager**
 - A nominated grievance contact (H&S representative, Union rep, PAC.**

Ask their support in addressing the grievance by:

 - Speaking to the person on your behalf**
 - Monitoring the situation**
 - Investigating your concerns**
 - Acting as a mediator**
- 4. If the issue is not resolved in a reasonable time arrange a time to speak to the Assistant Regional Director.**

Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

For further information please refer to: GRIEVANCE PROCEDURES for employees in Children’s Services & school sector.