



# Naracoorte High School

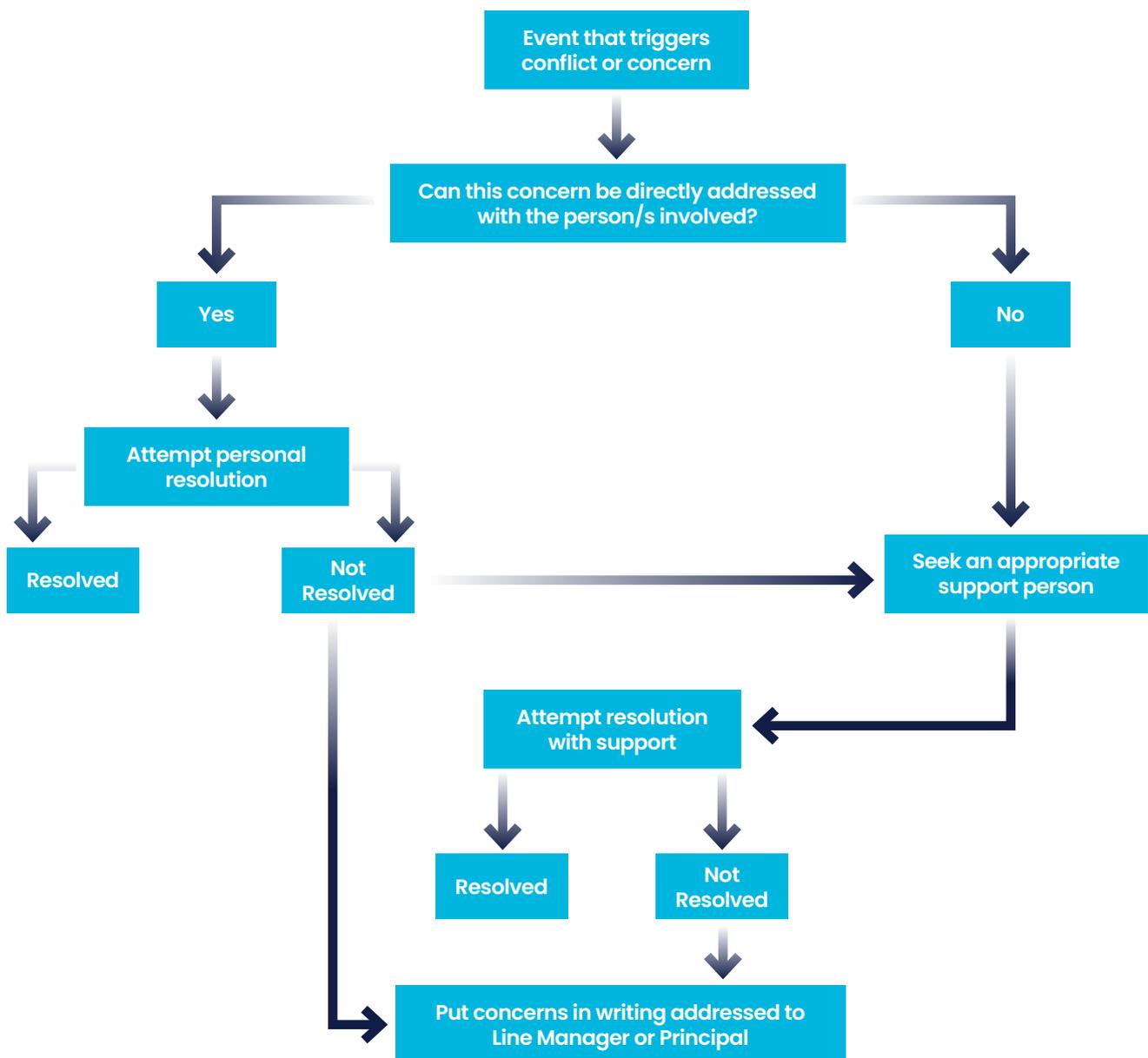
## Grievance Procedure

The Naracoorte High School Grievance Procedure is intended to be used in accordance with existing policies and Codes of Conduct.

Individuals are encouraged to attempt to resolve their concerns directly with the people involved, as early as possible and where appropriate. This means:

- having direct conversations
- being open to hearing the perspective of any other people involved
- making reasonable adjustments to behaviours to support a positive and professional relationship.

Individuals may choose to engage a support person as needed. Whereby personal resolution is not effective or is not an option for reasons of individual sensitivity, power imbalance or the nature or seriousness of the complaint the affected party may put their concerns in writing to the line manager of the person they're complaining about or the principal.



### Raising a complaint with the Department for Education

If the grievance has not been resolved at the school level, then parents and carers may contact the Parent Complaint Unit at any stage of the process for support and advice on 1800 677 435 (free call) or access further information at <https://www.education.sa.gov.au/department/feedback-and-complaints/raising-complaint-department>