At Willunga High School we support the right of any member of the school community to have issues and concerns addressed.

The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. When raising a concern, staff, parents, and students are expected to: treat each other with respect, courtesy, and maintain confidentiality; raise the concern as soon as possible; provide complete and factual information; act in good faith to achieve an outcome acceptable to all parties; have realistic and reasonable expectations about the course of action required to resolve the concern.

**STUDENTS**
- arrange a time to speak to the person concerned
- let the person know what you consider to be your concern
- if the grievance is not addressed let the person know you will be speaking to someone else
- arrange a time to speak to someone in the school leadership team e.g. Assistant Principal, Deputy Principal
- discussing your concern with your parents is an important part of this process

**PARENTS**
- arrange a time to speak to the person concerned
- let the person know what you consider to be your concern
- if the grievance is not addressed let the person know you will be speaking to someone else
- arrange a time to speak to someone in the school leadership team, e.g. Assistant Principal, Deputy Principal. Your concern will be resolved ideally within 15 days.
- if you are still dissatisfied approach the Regional Director or Assistant Regional Director who will try to assist you to resolve the situation. 82073700
- If you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit 1800 677 435

**STAFF**
- arrange a time to speak to the person concerned
- if the grievance is not addressed speak to your line manager or trusted colleague and ask for their support in addressing the grievance by speaking to the person involved.
- if the grievance has still not been resolved speak to someone in the leadership team.
- if you are still dissatisfied approach the Regional Director or Assistant Regional Director who will try to assist you to resolve the situation. 82073700