



CALVARY
LUTHERAN PRIMARY SCHOOL



Grievance Policy for Students



CALVARY
Lutheran Primary School

...where
neither
values nor
education are
compromised

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Calvary Lutheran Primary School - Grievance Policy for Students

STUDENTS: WHAT YOU CAN DO IF YOU HAVE A COMPLAINT

At Calvary Lutheran Primary School we believe that

- it is important that everyone feels safe and happy at school so that the best learning can take place
- everyone: staff, students and parents/caregivers need to work closely together to provide the best educational opportunities for you
- it is good to ask for help and advice when there is a problem. Often teachers and parents/ caregivers can help
- it is important to talk about and to try to work out problems as soon as possible
- it is important also to talk to God our Helper about our problems

What do you do if you have a problem, a complaint or a worry?

- It is important to speak to someone about it
- Work out what it is that is upsetting you
- If there is more than one problem list them to help you think clearly about each
- If you feel that you can talk to the person(s) you are having the problem with and what they are doing tell them to stop
- If your talk with that person does not solve your problem talk to a teacher as soon as possible and ask the teacher to help you deal with it. Your teacher may be able to help you by giving you good ideas about what to do. Your teacher may also decide to go and talk to those who are giving you a problem. Work with the teacher to decide what should be done to help you.
- It is helpful if you can tell the teacher:
 - who was involved
 - what happened
 - when it happened
 - what you believe was unfair or wrong
 - what you did
- If you do not feel that the matter was fixed up and the teacher you talked to was not your classroom teacher, talk about it again as soon as possible with your classroom teacher.



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- If you still feel it has not been fixed by the end of the day talk about it that night with your parents/caregivers. Also tell them the steps you have taken so far. Your parents/caregivers may also decide to talk to your classroom teacher about your problem.
- If you still do not feel that the problem has been fixed you may speak to the Chaplain or Principal about it. They will also want to know all the steps you have followed so far.

NOTE:

- If you write your complaint in a letter the letter needs to be given to a teacher, not to the other child. The teacher will then need to speak to you about your problem.
- No one is allowed to harm in any way someone who makes a complaint. If that were to happen it would be treated very seriously by the Principal.
- If you wish you can bring a friend, parent/caregiver or teacher with you when you talk to the Principal.