



# DEALING WITH CONCERNS POLICY

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- This policy sits alongside the Keyneton Primary School *Anti-bullying Policy* and the *Dealing with Concerns – Code of Conduct for Parents* brochure.
- It complements our Values: respect, responsibility, honesty, integrity and personal excellence.
- Common sense, courtesy and safety are the most important components of this policy.

## OUR BELIEFS AND RATIONALE

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### **We believe that:**

- everyone at Keyneton Primary School should actively demonstrate our agreed Values
- our school should be a happy, friendly, safe place with an orderly learning and teaching environment
- students are responsible for their own behaviour and must accept the consequences of their actions
- all students should experience success and be involved in decision making
- students, staff and parents should work together as a co-operative team to develop and promote consistent behavioural expectations and consequences
- appropriate behaviour is best achieved through a success-orientated learning environment catering for the needs of all children.

### **Therefore teachers will:**

- develop Class Expectations with students that relate to our School Values, and display them in the classroom
- ensure students are informed of Yard Expectations and agreed Grievance Procedures
- encourage and acknowledge demonstrations of our School Values in the class and yard
- relate actions to our School Values when dealing with inappropriate behaviour
- teach lessons that focus on our School Values.

### **Students will:**

- actively demonstrate our School Values
- be involved in developing Class Expectations and Consequences
- accept the consequences of their behaviour
- recognise different forms of harassment and bullying
- use appropriate strategies and grievance procedures to resolve issues.

### **Parents will:**

- ensure they are familiar with the policy details
- encourage their children to demonstrate the School Values
- encourage their children to accept agreed consequences for inappropriate behaviour.

## BEHAVIOUR EXPECTATIONS

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All Class and Yard Expectations relate to our School Values:

- Respect, Responsibility, Honesty, Integrity, Personal Excellence

## YARD EXPECTATIONS

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### **INTEGRITY – doing what is right even when nobody is watching**

- We display integrity by being respectful, responsible and honest and following these expectations

### **RESPECT – including, but not limited to ...**

- Talk to others in a polite and friendly manner
- Look after our school grounds
- Pick up litter when you see it
- Pick up sports equipment you see lying around
- Check your feet before coming inside

### **RESPONSIBILITY – including, but not limited to ...**

- Care for others and treat them with respect
- Walk on paths and around buildings
- Stay out of classrooms during playtime
- Ask a teacher before you leave the school grounds
- Be sensible on all equipment and follow equipment rules
- Follow the rules of games
- Walk bikes through the school grounds
- Put your litter in bins
- Be assertive and follow these steps if you have a problem:
  - Use the “I” statement
  - Ask a buddy or friend to help
  - Ask a teacher to help

### **HONESTY**

- Own up to mistakes and accept consequences

## LEVELS OF BEHAVIOUR AND CONSEQUENCES

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**Inappropriate Behaviour** is defined as the ‘silly’ or immature behaviour, which is annoying or disruptive, without being unacceptable as defined as below.

Inappropriate behaviour is usually handled simply by the class or yard duty teacher with very little fuss. It only becomes serious if it continues unchecked and disturbs others' learning or play. In this way, it can be seen as persistent disobedience, which is unacceptable behaviour.

**Unacceptable Behaviour** is defined in our school as:

- Intimidation or physical assault of staff or other students, including spitting and/or threatening behaviour
- Verbal abuse of staff, including threatening language or swearing towards a teacher
- Verbal abuse of other students
- Wilful damage to property
- Persistent, wilful disobedience or inappropriate behaviour.

All unacceptable behaviour will result in contact with parents and, depending on the level, may result in an immediate Take Home and a possible suspension to follow, with associated re-entry and Behaviour Modification Plan procedures.

At Keyneton Primary School the right of any member of the school community (student, parent or member of staff) to have an issue of concern and/or grievance addressed and resolved is fully supported.

The usual procedure to be followed in addressing an issue of concern or a grievance is to approach the person with whom you believe the issue exists or with whom you have a grievance. If you feel unable to do this alone it sometimes helps to have a friend or support person accompany you. If the issue is with a group or a process rather than an individual, it should be taken up with the person responsible for the group or process.

It is important to keep information about any issue of concern or grievance confidential. This enables everyone to be treated respectfully before, during and after the process of resolution and provides the best conditions for a satisfactory outcome.

## GUIDELINES FOR RESOLVING ISSUES

Students with a grievance or issue	Parents with a grievance or issue	Staff with a grievance or issue
<p><b>STEPS:</b></p> <ul style="list-style-type: none"> <li>◆ Talk to the person about the problem, allow time to resolve the problem</li> <li>◆ If the problem is not resolved talk to a teacher or an SSO with whom you feel comfortable</li> <li>◆ Give the adult time to resolve the problem, if that still doesn't work, speak to the Principal</li> <li>◆ If issue is still unresolved, speak to your parents or caregivers and ask them to contact the Principal</li> </ul>	<p><b>STEPS:</b></p> <ul style="list-style-type: none"> <li>◆ Arrange an appropriate time to speak to the relevant teacher(s) about the problem</li> <li>◆ <b><i>Please do not enter school classrooms about a major grievance without prior arrangement</i></b></li> <li>◆ <b><i>Do not approach children directly</i></b></li> <li>◆ Let the teacher know what you consider to be the issue</li> <li>◆ <b>Allow a reasonable timeframe for the issue to be addressed</b></li> <li>◆ If the grievance is not addressed arrange a time to speak with the Principal</li> <li>◆ If you are still unhappy, please arrange a time to discuss the issue with the Education Director</li> <li>◆ If the issue is still not resolved, you can contact the Education Complaint Unit on 1800 677 435</li> </ul>	<p><b>STEPS:</b></p> <ul style="list-style-type: none"> <li>◆ Speak to the person concerned (include a support person if necessary)</li> <li>◆ Allow a reasonable time for the issue to be addressed</li> <li>◆ If the grievance is not resolved, speak to one or more of the following and ask for their support:               <ul style="list-style-type: none"> <li>○ Colleague</li> <li>○ Principal</li> </ul> </li> <li>◆ If the issue is not resolved within a reasonable time arrange a time to speak to the Education Director</li> </ul>

## RESOLUTION OF CONCERNS

All students, parents and members of staff have a responsibility to work together to resolve issues of concern so that respectful and effective working relationships exist in this school community.

Ratified by Governing Council  
Term 4 2016

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Governing Council Chairperson

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Principal