



Nguldi Arndu
RAUKKAN ABORIGINAL SCHOOL
Ngarni-yan Yunti Enani *Together We Can Do It*

RAUKKAN ABORIGINAL SCHOOL - GRIEVANCE PROCEDURE

Our Policy

- Everyone should be treated with respect
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner

STUDENTS with a grievance could:

STEPS

1. Talk to the person about the problem.
2. Talk to the teacher or an SSO at an appropriate time.
3. If you feel uncomfortable, speak to someone, "who you feel comfortable with".
4. If the issue is unresolved speak to your parent(s) or care-giver.
5. Be persistent and don't give up.

PARENTS/CAREGIVER with a grievance could:

STEPS

1. Arrange a time to speak to the relevant teacher(s) about the problem.
2. Please do not enter the school classrooms or offices with a major grievance without prior arrangement.
3. Let the teacher know what you consider to be the issue.
4. Allow a reasonable timeframe for the issue to be addressed.
5. If the grievance is not addressed arrange a time to speak with the Principal.
6. If you are still unhappy please arrange a time to discuss the issue with the Education Director.

Christian Pastoral Support Worker

Raukkan is funded through the National School Chaplaincy and Student Welfare Program for a Christian Pastoral Support Worker.

The aim of this service is to offer pastoral support to students, staff and the school community.

The Christian Pastoral Support Worker will:

- Participate in a wide range of school community activities, and support staff, to contribute to creating a caring and inclusive learning environment within the school.

- With written, informed parental consent, provide on-going personal assistance to individual students, subject to duty of care, consent, confidentiality and disclosure requirements and the Code of Conduct.
- Be available to provide ongoing support to individuals and/or families.
- Provide additional opportunities for families to feel supported.

Issued: March 2022