

Grievance Policy - Students

Rationale

Students, as individuals or as groups, have the right to grieve matters which they deem to be unfair or unreasonable. While Waikerie Lutheran Primary School seeks to promote an environment that values communication, fair treatment and respect among the students and staff, times can arise when differences of values and goals may lead to circumstances that require a process for resolving these issues.

The purpose of this policy is to provide a structure for the resolution of grievances when an informal resolution is not possible or is deemed unsatisfactory.

Procedure

Once an issue is realised, students are encouraged to step through the following procedure. At all times during this procedure it is acknowledged that the students' concerns must be voiced but, at the same time, the students are reminded of the importance to listen to what others have to say.

Problem Solving For Students

<p>Step 1: Balanced</p> <p>STOP, COOL DOWN, THINK</p> <p><i>Walk away, take a deep breath or get a drink.</i></p>
<p>Step 2: Principled</p> <p>“POOCH” Problem, Options, Outcomes, Choice, How did it go?</p> <p><i>Think about what the problem is. Listen. Consider the others' point of view. What can be done about it? Communicate clearly. Which outcome do you prefer? Did it work?</i></p>
<p>Step 3: Reflective</p> <p>How do you feel about what happened?</p> <p><i>Consider exactly how you feel and what makes you feel that way.</i></p>
<p>Step 4: Caring</p> <p>Restoration</p> <p><i>Working and praying together to make a better future.</i></p>



If any of these steps are not effective, students are encouraged to ask a senior student or staff member to help you through the steps.