BALAKLAVA HIGH SCHOOL
RAISING CONCERNS POLICY

Principles
As a school we are all committed to working together to meet the educational needs of our students.
This occurs most effectively when staff, (teaching and non teaching), students and parents are working towards the same end, which can only happen if there is trust, and open and effective communication between the people who make up the school community.
Staff members (including school leaders) who work well together, treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively, promote a productive and happy work environment and the psychological good health of the school.

What to do if you have a concern
• In the first instance, discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in ways that respect the needs of those involved.
• If you don’t feel confident in going directly to the person concerned, speak to one of the following people:
  • Principal
  • School Counsellor
  • Line Manager
  • Grievance contact person
  • The OHS&W Representative
  • Deputy Principal
  • AEU Branch Secretary (if you are a union member)
  • Member of the Personnel Advisory Committee (PAC)
  • Line Manager
  • Member of the Personnel Advisory Committee (PAC)
  • Grievance contact person
  • The OHS&W Representative

or any other staff member you feel confident with, and seek their assistance in resolving the concern.

• If your concern is not resolved to your satisfaction, discuss it with the Principal, and seek their assistance in resolving it.
• If you are still not happy after action has been taken, inform the Principal that your concern still exists.
• If satisfactory resolution at the school level still does not occur you may contact the DECD personnel counsellor for our district, or the District Director.

You can assist resolution of your problem by:
• Dealing with the issue directly, rather than trying to ignore it.
• Stating it clearly and objectively, giving specific instances where appropriate.
• Seeking a “Win-Win” solution that attempts to meet the needs of those concerned.

Our mutual personal commitment when someone raises a concern:
• We will listen to concerns with an open mind and seek to understand them.
• We will maintain confidentiality.
• We will treat each other with respect.
• We will investigate any relevant issues carefully.
• We will be committed to resolving any problems in ways that respect individuals and attempt to meet the needs of all concerned as fairly as possible.
• We will attempt to communicate clearly, sensitively and objectively.

Services outside the school you may wish to contact for advise or support are:
Regional Director, Yorke & Mid North Education Office, Port Pirie (08) 8632 0603
DECD Manager Assist & Employee Assistance Program (EAP) 1300 360 364