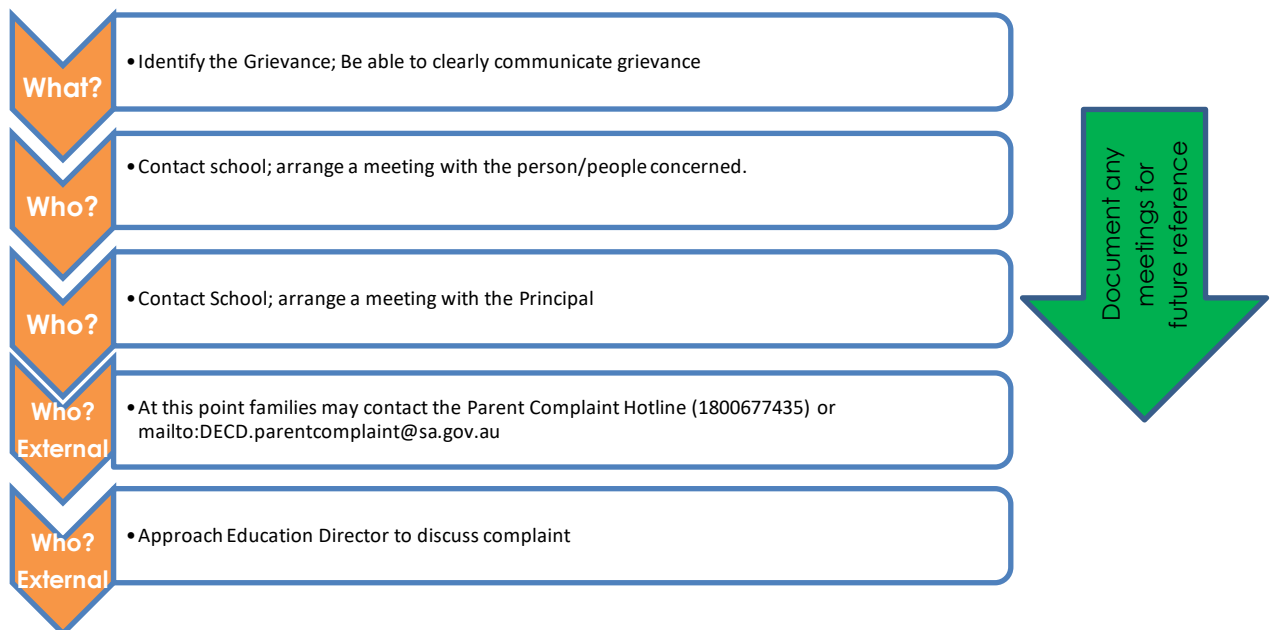


GRIEVANCE PROCEDURE FOR FAMILIES

Whyalla Special Education Centre seeks to provide a safe and secure environment for all students and staff.

At Whyalla Special Education Centre it is recognised that there will be grievances that need to be resolved. The process provided is inclusive, the aim being that everyone has equal opportunity to have their grievances recognised and acted upon fairly and respectfully.

Confidentiality is expected by all members of the Whyalla Special Education Centre. *The processes outlined are to be used; it is not appropriate to voice grievances on social media sites.*



TIME FRAMES

In all but the most serious cases you should address the issue within one week. Otherwise, you must make a decision to 'give up' and move on.

USE OF THIRD PERSON

Use of third person may occur at any time throughout the process. The involvement of a third person will be negotiated with all parties.

RESOURCES

Please refer to the DECD website for support

Staff at Whyalla Special Education Centre are committed to providing high quality, differentiated support to the children and young people enrolled at the site. Through the Negotiated Education Planning process, students and their family have the opportunity to work collaboratively to set goals to develop functional communication and independent living skills. Frequent contact and feedback from families is valued.