



STUDENT GRIEVANCE PROCEDURE

If **STUDENTS** have a grievance (grievance is something unreasonable that you are not happy with)

1. They can **SPEAK** to these people to work out what to do
 - A Parent
 - A Staff member
 - A Peer Support Leader (School Captain or School Leader)
 - A Counsellor or Chaplain
 - A Dean of Students / Head of Junior School
 - A Head of House

2. **TAKE ACTION** (concern resolved)

If this does not work they

3. **GO BACK** to the same person to work out something else
4. **TAKE ACTION** (concern resolved)
5. If this doesn't work they **TRY AGAIN** with another person on the list
6. **TAKE ACTION** (concern resolved)
7. If this doesn't work they can talk to the **PRINCIPAL**

The Help and Advice section that follows may also be useful in some situations

HELP AND ADVICE		
EDUCATION	Phone	Email
Trinity College Gawler River School	8284 9257	gawlerriver@trinity.sa.edu.au
Trinity College Gawler Inc	8522 0666	trinity.sa.edu.au
Association of Independent Schools	8179 1400	
Department of Education and Children's Services Public Relations Unit Free Call	8226 1527 1800 088 158	
WELFARE SERVICES		
Child and Adolescent Mental Health Service	8161 7389	
Equal Opportunity Commission	8207 1977	
Legal Services Commission (telephone advice)	1300 366 424	
Service to Youth Council Free call	8211 8466 1800 807 364	
Translating and Interpreting Telephone Interpreting (24 hrs)	13 14 50	
Youth and Student Line (Youth Allowance etc)	13 24 90	
HEALTH SERVICE		
Aids Council of SA (confidential information and advice on HIV/AIDS) Country Callers only	8334 1611 1800 888 559	
Drug and Alcohol Services Council Alcohol and Drug Info Service (24 hrs)	1300 131 340	
Sexual Health Information Networking and Education (SHINE SA) Sexual Health Hotline (Mon – Fri, 9am -1pm) Country Callers only	8341 5177 8364 0444 1800 188 171	
The Second Story (Youth Health Centre) - Adelaide	8232 0233	
Youth Healthline (24 hours)	1300 131 719	
EMERGENCY SERVICES		
Crisis Care (Emergency after hours assistance Mon – Fri, 4pm -9am, Sat, Sun & Public Holidays 24 hours)	13 16 11	
Domestic Violence Helpline (24 hrs)	1800 800 098	
Kids Help Line (24 hours)	1800 551 800	
Life Threatening Emergency Calls (Fire, Ambulance, Police)	000	
Lifeline (24 hours)	13 11 14	
Living Hope (Christian Counselling – 24 hrs) Youth Call Counselling	8277 4033 8277 8945	
Poisons Information Centre (24 hrs)	13 11 26	
Police Assistance or to report non- urgent crime	13 14 44	
Rape and Sexual Assault Service 99am-5pm) After Hours Emergency Country Callers only (24 hrs) Victim Management Unit	8226 8777 8226 8787 1800 817 421 8463 7600	