



## **SCHOOL GRIEVANCE POLICY**

### **Parent or Carer Concerns**

From time to time a parent or authorised carer may have concerns over their child's relationship with a teacher or other aspects of their child's education. Should a parent or carer wish to address this, we would want them to follow the appropriate grievance process. The grievance process means that:

**Step 1:** Initial contact will be with the teacher involved with a view to resolving the concern. Contact should only be made after the parent or carer has clearly defined for themselves what they see the issue to be and what they believe is a fair and desirous outcome of the meeting.

**Step 2:** If the first step fails to bring resolution, the parents may contact the relevant Coordinator. The School Office and all staff can advise who the relevant Coordinator is.

**Step 3:** Should the Coordinator be unable to help resolve the situation satisfactorily, the parents may then contact the relevant Head of School with a view to solving the concern. This may involve the Head of School discussing the matter with the teacher, directing the teacher towards a certain path of action, holding a mediation session with parties involved, or other appropriate strategies. Should any of these processes not gain satisfactory resolution, the parents or carers may then request the direct involvement of the Principal.

Strategies set in place should be given time to work. If they appear to be unsuccessful, the parent or carer is to re-approach the Principal to explore further options.

**Step 4:** If, after further attempts to address the situation, the parent or carer comes to the point of believing that the School is unable to understand or deal with their concern, they may approach the Board through the Board Chairman, Secretary or one of the Parent Appointed Board Members. This approach must include a written account from the parent or carer raising the concern. In cases where a Board member acts as an advocate on behalf of the parent raising a concern, they will advocate but not vote on the matter.

The written concern is to be distributed to all Board members in the information package sent out before the Board meeting. This enables the issue to be prayed about in advance of the meeting and be placed on the meeting's agenda.

The Board would be the arbiter in this case and their decision is final.

### **Student Concerns**

Where a student wishes to raise a concern, they are encouraged to do so through their classroom teacher or Year Advisor.