



## GRIEVANCE POLICY AND PROCEDURES FOR PARENTS

The desire of all staff at the school is to work as cooperatively as possible with all members of the community, whilst recognising that conflict does arise, and needs to be handled appropriately. Acknowledgement and resolution of issues/concerns needs to be done in a timely manner.

### POLICY

When an incident occurs or an issue or concern is brought to the attention of a member of staff, the aggrieved person/s can expect acknowledgement of the issue/concern within 24hrs. A meeting can be arranged as soon as possible to discuss the issue/concern and possible strategies. The aim is to have further conversations or a resolution to the issue/concern within a week.

1. If your concern is in regards to your child's education, or well-being, the appropriate action is to speak directly with your child's teacher.
2. If you can't see the teacher immediately, leave a message so that you can be contacted. (Expect a response within 24 hrs.)
3. If, after meeting with your class teacher, the problem has not been resolved, you are advised to speak with the Education Leader.
4. If after following Steps 1 to 3 the issue/concern is still unresolved we ask that you put your issue/concern in writing to the Board of Governors. *Appendix 1 (Issue/Concern Resolution Pro-forma)*.
5. If your difficulty is of a more general nature around educational issues you may address this by sending the issue in writing, using the; *Issue/Concern Pro-forma (Appendix 1)* to the College of Teachers.

If there are difficulties in relation to administration or fee payments, please contact the Office or Finance Manager to make an appointment for a discussion. If the issue is still unresolved, you are advised to speak with the Administration Leader.

**Appendix 1**  
**Issue/Concern Resolution Pro-forma**

<p>Can you please provide a brief description of the issue/concern. It is most beneficial if the issue at hand can be focused upon clearly and made explicit to make a resolution process easier.</p>
<p>Please describe how you have attempted to have this issue/concern resolved/addressed to date?</p>
<p>Can you briefly describe any solutions that have been proposed in an attempt to resolve the issue/concern that you have raised?</p>
<p>Can you please briefly describe the solution/outcome that you believe would best address the issue/concern that you have raised?</p>