

Grievance Procedures for Parents

From time to time in a school community issues of concern or conflict can arise. The Governing Council believes in the need for clear communication channels to exist so that issues and concerns are resolved in the appropriate forums. It is important that grievances are kept confidential and that a time of reflection takes place before one follows the grievance procedures. Criticism of the school or teacher does not support your child's education as it can undermine that important trust between child and teacher.

My problem is about

A School Policy

A Staff Member

A Student

Leadership Another Parent

Make an appointment with a member of leadership to discuss your policy concerns.

Express your concern in writing to the Governing Council.

The concern will be discussed at a GC meeting and you will be informed of the outcome.

Actioned concerns will be addressed by an action team which you will be invited to join.

The GC will provide you with a copy of the processes the GC uses to address any policy matters/ procedures within the school.

Make a time to meet with the person concerned.

Discuss your concern in a calm and fair manner. The staff member will listen to your concern.

Listen to the staff member's response.

Together decide the action required to be taken by both parties to ensure a win/win situation.

Document the meeting outcomes and make a time to review the solution agreed to.

If the problem cannot be resolved make an appointment with leadership.

Express your concern to the classroom teacher. Under no circumstances can a parent address an issue directly with the student.

The teacher will address the concern through class management processes and will report the issue to leadership. You will be advised of the teachers findings by the school.

Where necessary the parents of both students will be informed of the outcome.

If leadership warrant it the matter will be addressed through the schools wellbeing policy.

Express your concern directly to the person involved.

Discuss your concern in a calm and fair manner. The staff member will listen to your concern.

Listen to the staff members response.

Together decide the action required to be taken by both parties to ensure a win/win situation.

Document the resolution so both parties are clear about the action to be taken. Make a time at a later date to check on progress.

If resolution cannot be reached then contact the District Office on 8256 8111.

Take time to reflect on the concern.

Raise your concerns with the class teacher and/or leadership.

If warranted leadership will mediate the dispute or suggest outside resources.

17/10/201