

# GRIEVANCE PROCEDURES for PARENTS



## CONTEXT

Walkerville Primary School staff and community are committed to maintaining a supportive learning environment in which parents and staff work together in an educational partnership for the benefit of students.

Students are made aware of their rights and the grievance procedure processes through a variety of programs including workshops, role-plays and discussions. At the commencement of each new school year, students receive a copy of the Student Grievance Procedures.

However, there may be occasions when parents may raise concerns about particular aspects of the school program or issues affecting their child. With this in mind, the school has developed guidelines for parents that outline a process for raising and resolving these concerns.

Throughout the resolution process it is important that students see that their school and family are working together to achieve a positive outcome.

## AIM

*To resolve grievances raised by parents in a fair and timely manner.*

## CONFIDENTIALITY

Throughout this process it is important to maintain confidentiality, particularly if the issue concerns the performance of a staff member or sensitive issues regarding other students and their families.

Concerns about a staff member's performance must only be raised with the Principal. Concerns about the Principal's performance can only be raised with the Education Director.

## RESOLUTION PROCESS

Concerns may be raised as follows:

### Step 1

Parent should contact the staff member involved and arrange an appointment so that you may discuss the matter without distractions.

Contacting the office can result in a return phone call or an appointment being made for you with the staff member involved. The staff member will contact or meet with you as soon as is practicable.

Parents may approach a Governing Councillor or another parent to assist in establishing contact.

### Step 2

If you consider the issue you have raised is unresolved, then make an appointment with the Principal or Deputy to inform of the concern that you wish to discuss.

### Step 3

Attend the scheduled meeting with the Principal or Deputy. You may wish to arrange for a support person to accompany you.

### Step 4

If you are still dissatisfied with the outcome of the meeting, then you may wish to phone or write to the Principal or Deputy Principal again to repeat your concerns.

If no further information is presented then the matter is closed.

### Step 5

Parents may contact the Education Director if the above steps do not lead to a satisfactory resolution and there is a wish to pursue the matter further.

The Director will investigate the process used not the concern raised. Contact information for this will be available to you upon request.

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*Reviewed annually in consultation with Governing Council.*