



PARENT GRIEVANCE - POLICY

Rationale Issues or concerns that you may have regarding your child's education are important to us. At times, issues or concerns need to be addressed, with a positive resolution the goal of those involved. This policy is aimed at dealing with issues or concerns in a way that respects the rights of all the participants in the grievance process.

All personal matters such as concerns regarding student, parent or staff relationships should be discussed directly with the school through the class teacher or Principal, in a confidential manner. It is important to keep an open mind, make sure you have all the facts, and seek clarification in the first instance.

Implementation The following guidelines may assist you if you have a concern and are to be read in conjunction with the Lutheran Education Australia document Valuing Safe Communities: Complaint resolution options.

1. The preferable first action is to make an appointment to talk to the relevant person, which in most instances is the class teacher. Let that person know what subject you wish to discuss, as this will facilitate the process. This procedure makes the most productive use of the time available – as the person is free to give you their full attention. If you consider that the issue you have raised is still unresolved, it is important that you state this to the person at the conclusion of the meeting.
2. If the issues are not resolved, make an appointment with the Principal. Once again, inform the Principal of the subject you wish to discuss, as this will facilitate the process.
3. Meet with the Principal or the delegated authority. Results of this meeting may include the following:
 - the situation is monitored;
 - further discussions with the people involved (eg. Principal and teacher); and
 - outside support for the child or family may be sought.
4. If you are still dissatisfied with the outcome of the meeting, phone or write to the Principal again to air your concerns. If the school does not receive further information, it is reasonable for the issue to be considered resolved.
5. If after steps 1-4 you are still dissatisfied, inform the Chairperson of School Council in writing who will try to resolve the situation further. The expectation of the Chairperson of School Council will be that the above steps have been followed.

6. If the grievance is with the Principal, parents need to follow 1, 4 and finally 5.

TRUST AND CONFIDENTIALITY

Grievances are best dealt with when there is a high level of confidentiality and trust between the parties involved. Criticism of teachers and/or the school in the wider school community can adversely affect the resolution of the grievance, and is something to be guarded against.

The child's welfare should be the paramount concern throughout the grievance procedure.

Note: Neither the Minister for Education nor the Department for Education has any power to directly intervene in any complaints relating to the operations of a non-government school.

Review

This policy will be reviewed at least every 3 years.