## PARENT / CAREGIVER GRIEVANCE PROCEDURE – SENIOR YEARS



The Nazareth we believe that issues, concerns and/or grievances can arise and must be managed/dealt with in a timely manner with procedures that are clearly communicated to the entire community. It is important that a time of reflection takes place and that grievances are treated with discretion kept confidential. It is essential that positive and respectful relationships are developed and maintained between staff members, students, parents and their families. The following flow chart will assist with resolving any issues, concerns and/or grievances.

## I have a concern / grievance about...

## Teaching and Mv Child's **Progress/Wellbeing** Learning 1. Contact the relevant 1. Contact your child's Subject Teacher to Mentor Group discuss. teacher or Year Level Coordinator to discuss. 2. Discuss any actions to be implemented and Year Level Online confirm a review / Coordinator counselling follow up date. to engage referral form Counsellor if may be necessary. completed by family. 3. If unresolved, speak with the relevant subject Leader of 2. Discuss any actions to Teaching & Learning. be implemented and confirm a review / follow up date. 4. If unresolved, speak with the Leader of Teaching and 3. If unresolved, speak Learning. with Year Level Coordinator (if not already engaged). 5. If unresolved, speak with the Assistant Principal Teaching & 4. If unresolved, speak with the Head of Learning. Campus. 6. If unresolved, speak 5. If unresolved, speak with the Head of with the R-12 Deputy Campus. Principal or Principal 7. If unresolved, speak with the R-12 Deputy Principal or Principal.

## My Child's **Timetable** 1. Contact the Campus Timetable Coordinator. 2. If unresolved, speak with the Assistant Principal Teaching & Learning. **Another Parent** 1. Under no circumstances is a parent to approach another parent to resolve an issue between students. 2. Raise your concerns with the Year Level Coordinator if it affects the learning or safety of a student/s. 3. If warranted Campus Leadership will mediate the

dispute or suggest

outside agencies to

guide you.

