PARENT / CAREGIVER GRIEVANCE PROCEDURE - PRIMARY YEARS, FINDON CAMPUS



The Nazareth Leadership Team believes issues, concerns and/or grievances can arise and must be resolved 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 kept confidential. It is also most important that positive bonds and relationships are developed 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 Learning 1. Make a time to meet with the relevant teacher to discuss your concern. 2. The teacher will confirm a follow up meeting if necessary. 3. If your concern remains unresolved, speak with the Deputy Principal – Findon Head of Campus. 4. If your concern remains unresolved make a time to speak with the College **Deputy Principal or** Principal.

A Student Express your concern to your child's class teacher. Under no circumstances should a parent/caregiver approach a child directly with an issue. 2. The teacher will address the concern using the school's Personal Responsibility and Wellbeing Procedure and or the **Bullying Awareness** document. 3. If the concern remains, a member of leadership will be advised who will work in partnership throughout the process. 4. If the concern remains unresolved make a time to speak with the College Deputy

Principal or Principal.

A Staff Member 1. Make a time to meet with the person concerned. 2. Discuss your concern in a respectful and professional manner. 3. If actions arise from the discussion, make a time to review them (if necessary). 4. If the problem is not resolved, make a time to speak with the Deputy Principal -Findon Head of Campus who will work in partnership to find a solution. 5 If the concern remains unresolved make a time to speak with the College Deputy Principal or Principal.

Another Parent 1. Under no circumstances is a parent/caregiver to approach another parent/caregiver to raise/discuss an issue. 2. Raise your concerns with the class teacher and/or Leadership if it affects the learning or safety of any member of our community. 3. If warranted. Leadership will mediate the dispute or suggest outside agencies to guide you. 4. If the concern remains unresolved make a time to speak with the College Deputy Principal or Principal.

