ST AGNES SCHOOL GRIEVANCE PROCEDURES FLOW-CHART

As a Parent/ Caregiver, my problem is about…..

A SCHOOL POLICY
Express your concern in writing to the Governing Council of the school
Your concern will be discussed at a council meeting and you will be informed in writing about the outcome
The Governing Council will provide you with a copy of the processes the Governing Council uses to address any policy matters/ procedures within the school

A STAFF MEMBER
Make an appointment to meet with the person concerned
Discuss your concern in a fair manner. The staff member will listen to your concern
Listen to the concern as expressed by the staff member
Together decide what action needs to be taken by both parties to ensure the problem is resolved
Document (if necessary) the resolution so both parties are clear about the required action. Make a time to meet together at a later date to check on the progress
If the problem is not resolved make an appointment with the Principal/Deputy

A STUDENT
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 the class management processes. Allow a reasonable amount of time for the issue to be resolved
If the problem is not resolved, make an appointment to speak to the Principal/ Deputy

THE PRINCIPAL/DEPUTY
Express your concern to the person involved
Discuss your concern in a fair manner. The staff member will listen to your concern
Listen to the response of the Principal/ Deputy
Together decide what action needs to be taken by both parties to ensure the problem is resolved
The Principal/Deputy will address the matter through the school’s behaviour management procedures/policy. Allow a reasonable amount of time for the issue to be resolved
Document the resolution so both parties are clear about the required action. Make a time to meet together at a later date to check on the progress

If the problem is not resolved speak to the Assistant Regional Director, at the DECS Northern Adelaide Regional Office

#POLICY RATIFIED BY GOVERNING COUNCIL OCT. 2011 – DUE FOR REVIEW OCT 2014