



GRIEVANCE PROCEDURE FOR PARENTS

INTRODUCTION

Open Door Policy and General Communication

Parents are welcome at all times to make appointments to discuss concerns they may have. Kindly phone the Schools' office to make appointments with the relevant staff at mutually agreeable times.

It is, however preferable that issues are resolved at the class teacher level. Should this not be possible, parents are welcome to contact the relevant HOD. If issues are still not resolved, contact should then be made with the School Principal. The same principle applies should the grievance be against the Principal. First resolve one-to-one. If grievance cannot be resolved, the matter must be referred to the chairperson of the Board of Governors.

Should the issues still be unresolved, and the amicable resolution of a parent's grievance no longer be possible, the following formal procedure is recommended for parents to follow:

1. Complete the grievance document below in order to facilitate further action on the part of the school.
2. Submit the document to the Principal as soon as possible.
3. Make yourself available for an enquiry into the complaint, or meeting with a member of the management of the school or the Head.
4. Should the complaint prove to be intractable, reserve

your right to remove your child from the school in the best interest of your child and the school. This action, however, will in no way negate your obligations in terms of the Contract of Emolment.

5. The parent should complete the first sections of the Grievance Form that requests a range of information that will enable the school to follow up on the grievance.
6. The Principal will then initiate an investigation of the parent's grievance, and take the appropriate steps to attempt to resolve the grievance, in the interests of the school. (The grievance must be resolved within 7 working days).

Should the breakdown in the relationship between the school and parents (or the learner) be considered to be irreparable, or should the school and the parents be unable to agree on a positive way forward to resolve the impasse, the Principal may need to consider instituting cautionary measures against the parents and/or even revoking the Contract of Enrolment.

Please note that it is the sincere intention of the management of the school to take all grievances seriously, to investigate them fully and to resolve them as quickly as possible in the interests of the learners and family affected, and of the school itself.

To that end, the school would like to appeal to parents submitting the grievance to be realistic in their expectations in terms of how the grievance could be resolved.

TO BE COMPLETED BY THE PARENT:

NAME OF LEARNER

GRADE OF LEARNER:

NAME OF PARENT:

DATE OF JOINING SCHOOL:

NAMES OF STAFF INVOLVED IN GRIEVANCE:

DATE:

The Grievance. Define the grievance (in specific terms). Try to restrict your comments to the issues and facts involved. Detail the incident/s relating to the grievance (specify the names of staff/learners involved in the incidents, and the dates of specific incidents, if such incidents leading up to the grievance spanned a period of time). Detail any previous actions taken by you to resolve the problems leading up to the grievance? Name any members of staff you may have approached and the time frame when this happened.

PARENT SIGNATURE:





LORETO SCHOOL QUEENSWOOD

GRIEVANCE PROCEDURE FOR LEARNERS

Due to Loreto School Queenswood being a Pre-primary and Primary School all grievances that a learner may have, must be lodged by the learners' parent(s).

The correct protocol to follow is:

The matter must be revised with the learner's class teacher. Under no circumstances may a parent contact another parent or approach a learner directly in the event of a grievance.

Should the issues still be unresolved, and the amicable resolution of a learner's grievance submitted by the parent no longer be possible, the following formal procedure is recommended:

1. Complete the grievance document below in order to facilitate further action on the part of the school.
2. Submit the document to the Principal as soon as possible."
3. Make yourself available for an enquiry into the complaint, or meeting with a member of the management of the school or the Principal.
4. Should the complaint prove to be intractable, reserve your right to remove your child from the school in the best interest of your child and the school. This action, however, will in no way negate your obligations in terms of the Contract of Enrolment.
5. The parent should complete the first sections of the Grievance Form that requests a range of information that will enable the school to follow up on the grievance.

6. The Principal will then initiate an investigation of the parent's grievance, and take the appropriate steps to attempt to resolve the grievance, in the interests of the school. (The grievance must be resolved within 7 working days).
7. Failing to resolve the matter, the matter will then be referred to the Board of Governors.

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