Napperby Primary School – Grievance Procedure - Parent

Context

Napperby Primary School prides itself on achieving positive relationships between all members of our school community. Strong relationships between home and school enable us to provide a safe supportive learning environment for our children and the best possible teaching conditions for our staff. Our teaching and learning programs are based on:

1. A constant focus on quality and standards
2. Equity and access for all students
3. Accountability
4. Partnerships

Process for Raising Concerns

At Napperby Primary School we promote open communication. We hope that you feel that you are able to approach us freely about any area of concern. We also hope that you raise issues as soon as they arise, rather than letting them build up.

If you do have a concern, please observe the following procedure:

In the first instance arrange to talk to the person who knows about the situation:

- The classroom teacher
- The yard duty teacher
- The principal
- The Governing Council or the relevant committee

It will always help the situation if you are calm and honest in your approach. **You should not approach children directly**.

Your concern deserves time in order to be resolved. If your child comes home from school with a concern, please talk it through with them. If possible, contact the school straight away to either talk through the issue with the person involved, or make an appointment to discuss it in the near future.

Remember, there are always different perceptions and points of view about all situations, and it is important to clarify the facts. Hopefully through a telephone conversation, or a face-to-face appointment, the issue can be resolved.

If together, you are not able to sort out the problem let the person know that you intend to speak to someone else. Arrange a time to speak to the principal, providing information which will enable the meeting to be useful as possible.
If at the end of this meeting the problem still is not able to be resolved you may contact the Port Pirie Education office. Personnel at the education office will need to be sure that attempts have been made to sort out the issue, using the process described above.

There will be times when you feel, for a variety of reasons, that you are unable to speak to the person described as the first point of call. If this is the case, let the principal know. Where possible it is best if you speak directly to the person concerned.

General school matters such as:

- The timing of Sports Day
- Comments about school policies
- Concerns about facilities
- Student Free Days

Can be discussed with the principal by making an appointment, or can be raised and discussed at Governing Council meetings. However, under DfE guidelines, parent bodies such as the Governing Council must be directed by their chairpersons **not** to discuss the performance of school staff.

Roles And Expectations

PARENTS/STUDENTS CAN EXPECT	THE SCHOOL EXPECTS
▪ A safe learning and caring environment ▪ Broad, balanced and rigorous curriculum ▪ Information about all aspects of students' education ▪ Information about school policies and procedures ▪ To be treated fairly and equitably ▪ Opportunities to be involved and to participate in activities in the school ▪ Clear accessible communication channels ▪ Confidentiality will be maintained ▪ Staff to treat parents with respect and listen to their point of view	▪ Support for school policies and procedures such as Behaviour Management, Uniform Policy and Attendance Policy ▪ Parents to treat staff with respect and listen to their point of view. Threatening behaviour is not acceptable ▪ Concerns will be raised at the School through the agreed channels including the school's documented Resolving Concerns Procedures ▪ Confidentiality will be maintained ▪ Social media forums, such as Facebook, will not be used to air grievances

Confidentiality Statement

It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely.
When the matter is discussed in the students' hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially, at the school level. Criticism of the school or teacher does not support the child's education as it can undermine trust and confidence.
Similarly, staff are expected to keep concerns that have been raised confidential and must not discuss the issue/s in front of students. Staff would also expect the matters to be resolved with parents and caregivers appropriately.

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