



Grievance Procedures

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GRIEVANCE PROCEDURES

At Pedare Christian College, we believe in being a community where staff, students and parents can work together and where everyone should be treated with respect.

We recognise that there will be occasions when parents or students may have a concern with some aspect of schooling, eg discipline procedures, harassment, reports, specific subject/curriculum issues etc.

It is important that these concerns are resolved and at Pedare we encourage communication to enable these issues to be resolved quickly. To this end, we have established the following grievance procedures; with recommended guidelines to be followed.

Grievance Procedures: Parent(s) /Caregiver

All visitors to the College are requested to report to Reception. Please do not enter the College grounds or classrooms without prior arrangement. This is a duty of care issue in protecting all students and staff.

Steps

- 1** Arrange a time to speak to the relevant staff member(s) about the issue/concern. This may be done in several ways.
 - (i) Telephone the College and leave a message including some background details re the issue/concern, for the appropriate staff member. Please remember that the staff have teaching, yard duty and other responsibilities and your call will be returned as soon as possible, most likely at the end of the school day.
 - (ii) Write a note to the staff member concerned in your student's planner, requesting them to contact you, providing most suitable contact details.
 - (iii) Leave a written message for the appropriate staff member at the Reception area in the Front Office.
NB. It is not usually possible for teachers to be immediately called down to Reception to speak with you. We ask that you understand this and be reasonable in your expectation.
 - (iv) Write an email to the staff member concerned.
- 2** Explain your concern calmly to the staff member. They want to listen to your concern and care about your child.
- 3** Arrange for an interview time, if required. It may be necessary for more than one staff member to attend the interview.
- 4** Allow a reasonable time frame for the issue to be resolved.
- 5** If the grievance is not resolved to your satisfaction, either contact the staff member again, or arrange a time to speak with the appropriate Community and/or Learning Area Coordinator, depending on the nature of the grievance.
- 6** If you are still concerned about the issue, arrange a time to speak with either the Assistant Head of School, Head of School, Deputy Principal or the Principal.
- 7** Meetings to discuss grievances may be suspended if any person(s) behaves in an insulting, threatening or offensive manner.

Note: *Pedare Christian College is an independent Anglican and Uniting Church School, and a member of the Association of Independent Schools SA. The Minister for Education and Child Development and the Department for Education and Child Development have no power to directly intervene in any complaints relating to the operations of a non-government school.*

Grievance Procedure for Parents

