

Parent Grievance Policy

Audience: Parents and Staff

Rationale:

This policy guides parents and staff to resolve a conflict or grievance, or what to do when problems do not seem to be heard.

Policy Position:

When a group of people share significant time together it is inevitable that, from time to time, problems will arise. Where parents are unable to solve a problem there may be an adverse effect on relationships. A grievance may arise when the different points of view surrounding the conflict do not appear to be listened to or taken seriously.

The School is committed to ensuring that it is a safe, fair and just place to work and study. The health, safety and wellbeing of all members of the School community remains the highest priority.

The Christian beliefs upheld by the School underpin our position in relation to this policy. Our whole-School approach affirms God's idea of community, reflected through the School's FISHER principles:

- to be **Fair** in our relationships and interactions
- to live with **Integrity** in the seen and unseen parts of our lives
- to follow Jesus' example to **Serve**, not to be served
- to learn to be **Humble** and comfortable with who we are, without pride or arrogance
- to strive for our own **Excellence** in all our endeavours
- to show **Respect** to all people and in all environments
- to take **Responsibility** for our actions and choices

Operational Aspects:

1. Procedure for a parent

We encourage parents to communicate with their child's teacher when concerns arise. In most cases, issues can be easily resolved through informal processes of communication.

However, from time to time, a parent may find that a conflict has not been resolved, they are left feeling aggrieved and feel the need to complain. In these instances, parents should follow the steps outlined in **Attachment 1: Grievance Flow Chart**.

- Step 1: Initial contact with the school
- Step 2: Follow up contact with the school
- Step 3: Contact with a Senior Staff Member
- Step 4: Formal Grievance is lodged – **Attachment 2**

At every step of the process, ideas and strategies will be discussed and a complainant may decide that the grievance has been resolved. At this point they are not obligated to continue with further steps in the grievance process.

Follow up and support with all parties will be made available if needed throughout the process and this may include:

- Arranging support for those involved.
- As far as is possible, bring resolution through conciliation and co-operation, such as the complainant and respondent gaining a better understanding of different points of view and no longer feeling aggrieved.
- Where resolution is not readily achieved, to assist the complainant and respondent to work together despite differences of perspectives/values and ambiguity.
- Arrange counselling for one or both parties if appropriate.
- If required, arrange for any apology, written or verbal.
- Provide further training or support where required.

2. A grievance with the Principal

In instances where a person has a complaint with the Principal that cannot otherwise be resolved, a Formal Grievance may be lodged with the Chairman of the School Board. It is the responsibility of the Chairman of the Board to implement all reasonable steps to have the complaint investigated and to facilitate a resolution.

3. Further Notes

Neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power to directly intervene in any complaints relating to the operations of a non-government school.

Grievances that occur between parents fall outside our jurisdiction. If a parent has a grievance with a student, they must not approach the student directly, contact the relevant Head of School, who will hear their grievance.

4. Confidentiality

The School recognises that unfounded accusations can be potentially defamatory when reputations are damaged without just cause. All persons involved in the grievance process should maintain confidentiality unless otherwise required by appropriate circumstances or law, so as to minimise disruption in the school and the risk of a civil suit for defamation.

In some circumstances, a grievance might involve an alleged crime that may have been committed. In these cases, confidentiality cannot be assured as the police or similar outside agencies would normally be contacted. All staff are mandated notifiers and in these cases a matter will be reported to the relevant authorities.

Anonymous sources are difficult to investigate thoroughly. We would encourage parents that have a grievance to identify themselves in order to try and resolve the issue.

Attachments:

- Parent Grievance Flow Chart
- Formal Grievance Form

Definitions:

- *Parent*: is interchangeable with “care-giver”.
- *Grievance*: a cause for complaint where resolution has not been found through informal communication processes.
- A ‘*conflict resolved*’ means that both parties have been listened to and agreed outcomes have been determined. In some cases, no school action will be deemed necessary. A resolution may also be achieved when both parties acknowledge their commitment to working together despite their differences of perspectives/values.

References:**Related Documents:**

Student Grievance Policy

Review: Every 3 years

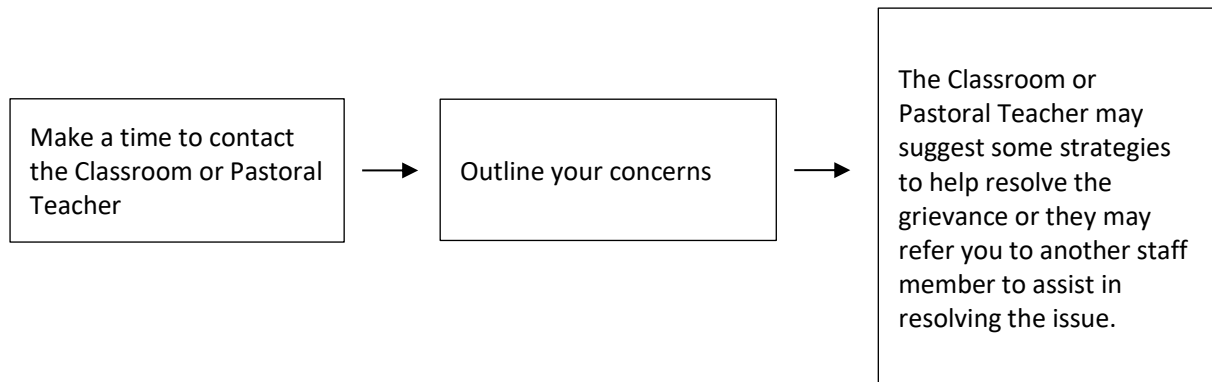
Policy approved by the Acting Principal on 31 March 2021

Communication: SEQTA and the King’s Website

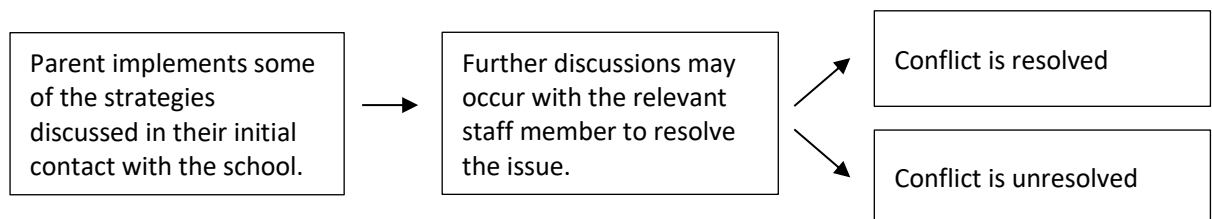
Version Control: The Executive Leadership Team

Attachment 1: Parent Grievance Flow Chart

Step 1: Initial contact with the school

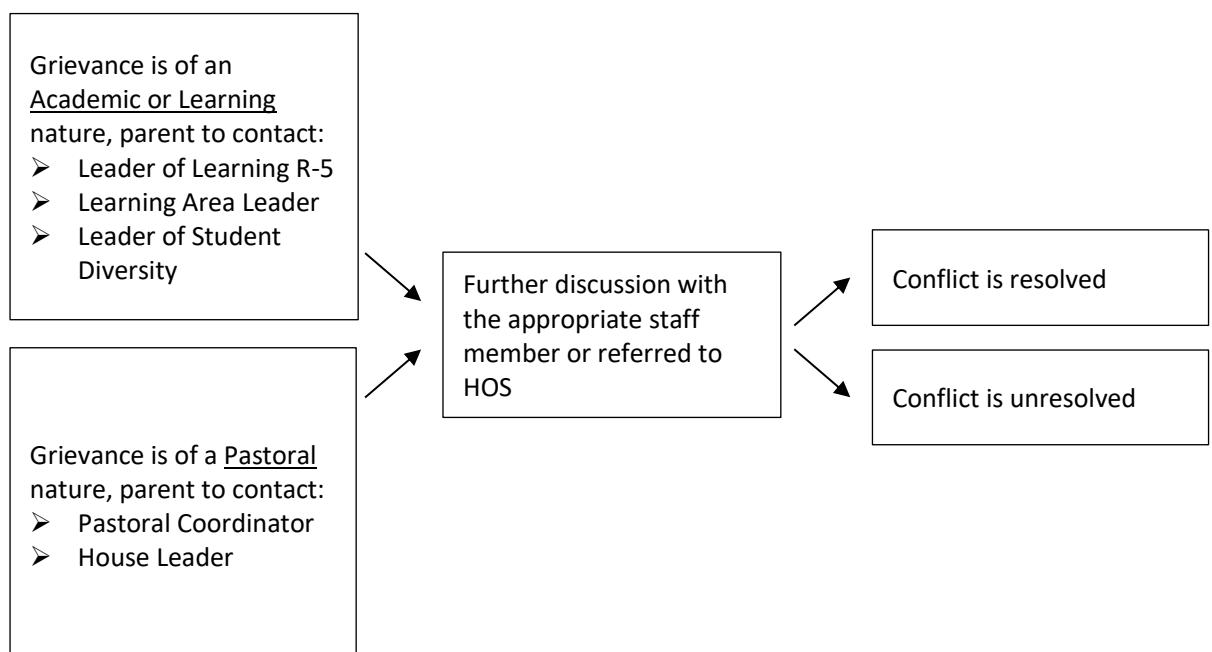


Step 2: Follow up contact with the school



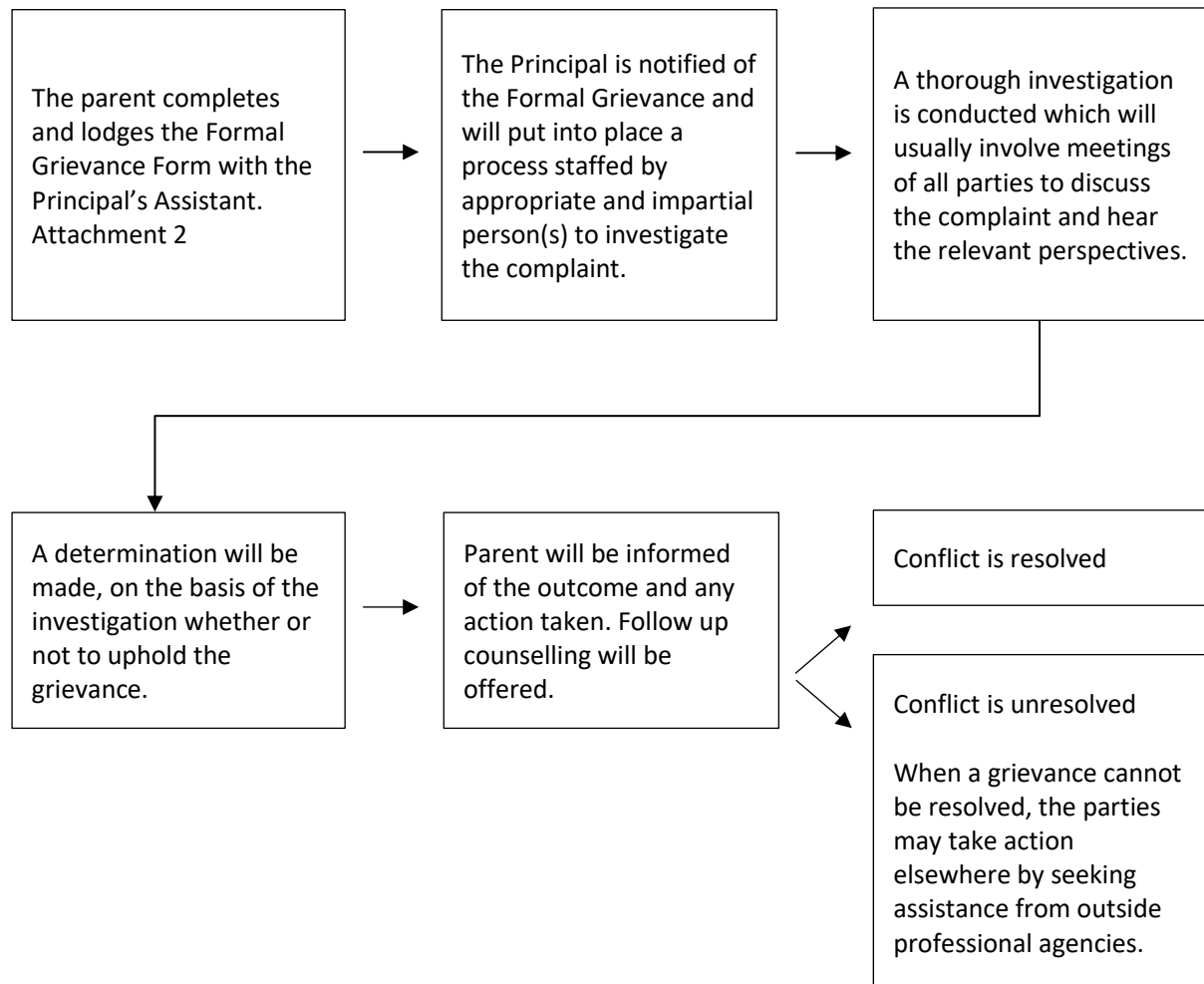
Step 3: Contact with a Senior Staff Member

If the grievance remains unresolved after Step 1 and 2 have been followed, the parent may contact the relevant Senior Staff Member depending on the nature of the grievance.



Step 4: Formal Grievance is lodged

If the grievance continues to be unresolved despite following the previous steps, the parent may choose to initiate a formal grievance.



Attachment 2: Formal Grievance Form

1. Your details

Your name:

Name of your child:

Address:

Contact number:

Email address:

2. Which member(s) of staff have you initially communicated with regarding this matter? (See Step 1)

Staff member:

When?

What was the result?

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3. Which member(s) of staff did you have follow up contact with regarding this matter? (See Step 2)

Staff member:

When?

What was the result?

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4. Which Senior Member(s) of staff have you communicated with regarding this matter? (See Step 3)

Staff member:

When?

What was the result?

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5. Please give details of the complaint and the outcome you are seeking

(You may wish to attach further documentation)

Issue and context:

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Outcome you are seeking:

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Date:

Signature:

This completed form is to be lodged with the Principal's Assistant.

The information on this form will be used by the Principal to follow up with your grievance in line with the Parent Grievance Policy. This form will be stored securely and you may correct or update any personal information at any time by contacting the Principal's Assistant.