CALVARY Lutheran Primary School

Grievance Policy for Parents

PARENTS - WHAT YOU CAN DO IF YOU HAVE A COMPLAINT

At Calvary Lutheran Primary School we believe that:

- It is important that everyone feels safe and engaged at school so that the best learning can take place

- Everyone: staff, students and parents/caregivers need to work closely together to provide the best educational opportunities for students

- Parents/caregivers should feel encouraged to discuss their child's progress with his/her teacher

- It is good to seek clarification, help and advice when there is a problem

- It is important to talk about and to try to work out problems as promptly and effectively as possible

- It is important to talk also to God our Helper about our problems

What to do if you have a problem, a complaint or a worry:

- Decide whether the problem is a concern, complaint or enquiry

- Try to identify the problem clearly before contacting the school

- If the complaint relates to an incident with your child discuss with your child what steps he/she has taken (see Grievance Policy for Students)

- Make an appointment to meet with your child's class teacher. Do this using a Discussion Focus Sheet from the office

- Be assured that the staff are committed to resolving issues that parents/caregivers might have regarding their children and will discuss actions which may be taken in regard to concerns

- Support and work together with your child's class teacher, also supporting and upholding your child's teacher with your child and others

- If this/these discussions and actions still do not resolve the matter send your complaint in writing to the Principal also detailing steps followed so far and your thoughts about the outcomes

- If this/these discussions and actions still do not resolve the matter send your complaint in writing to the School Council Chairperson also detailing steps followed so far and your thoughts about the outcomes

- If the matter still has not been resolved a representative from the Director's office may be required to arbitrate the situation.