GRIEVANCE PROCEDURES FOR PARENTS - STEPS TO FOLLOW

Parent has concern or complaint

- Matter of general nature in regard to school policy or procedure.
  - Appointment needs to be made at office to see the Principal.

- Matter is related to class or teacher eg homework, classroom procedure etc.
  - Appointment made to see that teacher at a mutually convenient time to discuss.
  - If after meeting a satisfactory resolution has not been achieved, then an appointment should be made with the Principal.

If a resolution still cannot be reached by the above procedures the school will assist the parent to make an appointment with the Assistant to the Director – Schools.