



COMPLAINTS & GRIEVANCE PROCEDURE POLICY FOR PARENTS

PREAMBLE

At Newberry House School, we are committed to creating and maintaining a supportive learning environment in which parents and staff work together. When parents and staff freely communicate their perceptions about what is happening at school, children benefit from knowing that their family and the school are guided by shared understandings and purposes.

There will be occasions when parents and caregivers have concerns about particular aspects of the school's learning program or organisation, or perhaps about the way the school has managed particular student behaviour or issues raised by parents. A school is a very complex system, composed of individuals and groups with diverse values, experiences and ideas and so it would be unrealistic to expect that conflicts will not arise from time to time.

Consequently, we have developed these guidelines for parents which outline a process for resolving such issues.

RESOLUTION PROCESS

If you have an academic or curricular concern or complaint:

Step 1 – Contact the staff member directly involved

Making contact with the staff member directly involved enables you to gather information to get a balanced picture of the situation. Please phone and make an appointment so that you can discuss the matter in private without distractions. If you are unable to speak directly with the staff member, please contact the Front Office and the person concerned will be asked to contact you when they are free from teaching and other duties.

Step 2 – If the issue is not resolved at Step 1

If you consider that the issue you have raised is not resolved, call or make an appointment to meet with the Head of Department. Let them know the subject you wish to discuss as this will help facilitate the problem-solving process.

Step 3 – The meeting

You may wish to arrange for another parent or friend to attend the meeting with the HOD as a support. An outcome of the meeting may be:

- A meeting is arranged between you and the staff member to clarify and resolve the issue
- The situation is monitored for a period of time
- Outside support for the child, family and/or school may be sought

Step 4 – If the issue remains unresolved

If you are still dissatisfied with the outcome of the meeting, put your concerns in writing to the Head of School. If we do not receive this information, we will assume that the issue is resolved.

Step 5 – No satisfactory outcome at the school level

In the event that you feel the matter has not been resolved the next step is to send your complaint, in writing, to the Chairman of the Board of Governors, who will investigate the issue and come back to you within a reasonable time.

If you have an operational concern or complaint, contact the Operations Manager directly.

GENERAL

1. Throughout this process, it is important to maintain confidentiality, particularly if the issue concerns the performance of a staff member or sensitive issues regarding other students and their families. Breaches of confidentiality can be grounds for complaint by those affected.
2. Complaints are best managed when people concerned remain calm and courteous. Angry behaviour towards others or public airing of concerns do little to resolve problems and are not in line with our school value of 'respect'.
3. At no time will the School condone parents taking any matter to the press or publishing it on social media. This will be viewed as a breakdown in the parent/school relationship and not conducive to the wellbeing of the child/ren involved or their continued enrolment at the school.
4. Throughout the process it is important that students receive the message that the school and the family are working together for their benefit.

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