

Grievance Procedure

The 'Grievance Procedure' document is for the use of parents and volunteers who have concerns or problems regarding general school matters.

If parents or volunteers have a grievance that needs to be raised the following guidelines may assist: -

- Raise the issue with the school, bearing in mind that there are always two sides of an issue and be prepared to talk specifics. That is, be prepared to talk about your child and the particular issue or incident. Parents can use an advocate to assist them to raise an issue.
- It is important that these grievances are kept confidential. At times you may seek support from your friends to gauge their reaction. It is important to do this wisely. At all times it is important for the student's sake that the school and class teacher are not criticised in the student's hearing.

It is also important that the 'Grievance Procedure' guidelines are followed when problems or concerns arise. This will ensure that the appropriate people are contacted and that issues are dealt with in accordance with Education Department policy.

The school can only deal with issues that are raised in the ways outlined, if we do not receive information then we assume that all is well.

Nangwarry Primary & Preschool



Grievance Procedure Policy



Nangwarry Primary and Preschool Grievance Procedures

