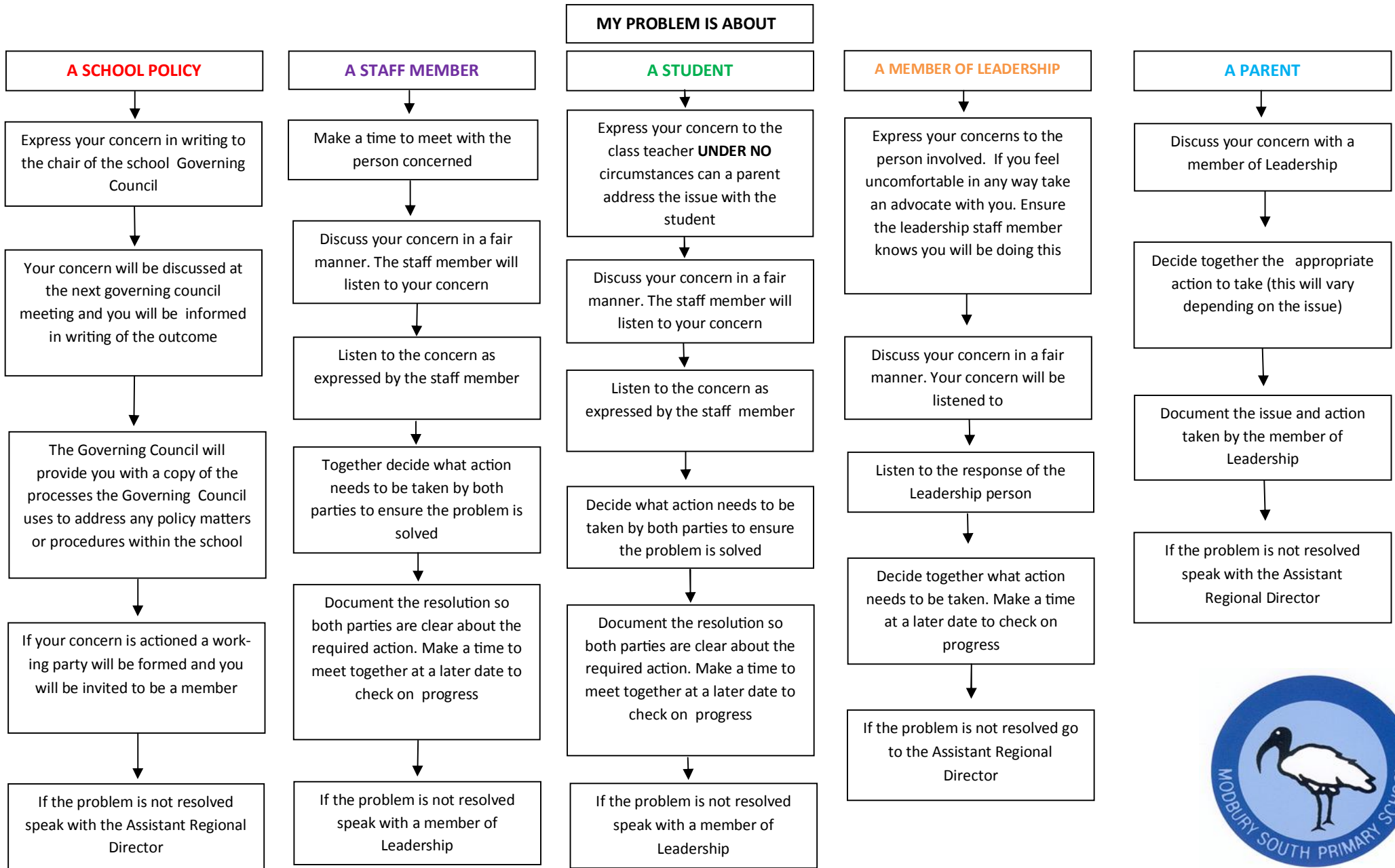


# Modbury South Primary School Grievance Procedures

*If you have an issue, please refer to the appropriate flow chart and follow the steps to resolve your issue.*



# Modbury South Primary School

## GRIEVANCE PROCEDURES FOR PARENTS

### INTRODUCTION

At Modbury South Primary School we aim to work with you to provide the best possible learning outcomes for your child/ren. Your contact with staff is encouraged and valued and we appreciate any information or feedback you have to offer.

The informal communication between parent and teacher is vitally important. However, there may be time when you have an issue regarding your child or another school matter that requires a more formal discussion. Please make a time to talk with the teacher between the hours of 8.30am and 3pm. If a concern is dealt with early it prevents misunderstanding.

**Working together will support the school and staff to build trust and confidence, which will enhance student learning and positive relationships.**

**Finally, the school can only deal with issues that are raised in the process outlined. If we do not receive information, then we will assume all is well.**



### PERSONAL MATTERS

All personal matters need to be raised directly with the school through the class teacher or a member of Leadership. Personal matters will be dealt with in a strictly confidential manner.

### GENERAL SCHOOL MATTERS

General school matters can be dealt with by discussing the issue with the Class Teacher, the School Counsellor, the Principal or with members of the Governing Council.

**If you make no further contact with the school it will be assumed that the issue you have raised has been resolved.**

### GENERAL INFORMATION TO ASSIST

The aim of this process is to maintain positive relationships and work together to resolve matters to support and maintain a supportive learning environment that will enhance learning outcomes for all. To that end it is helpful if all parties:

- Respect confidences
- Acknowledge the interests of other parties
- Listen to both sides
- Conduct the process in a calm and positive environment
- Focus on resolving the problem