



# **PORT WAKEFIELD PRIMARY SCHOOL**

## **Whole School Grievance and Relationship Guidelines**

Learning    Respect    Honesty    Teamwork

### **Introduction:**

Good relationships between our school, parents and the community give our students a greater chance of success.

It is only natural that from time to time, parents will have concerns about what happens at school.

When this happens we need to know the correct way to satisfactorily have our concerns heard and acted upon.

Your concerns may relate to departmental and school policies such as attendance, dress code, behaviour or decision making.

### **School and Department for Education Policies**

Policies are documents that detail what is to be done, why it is to be done and how it is to be done.

All members of the school community are expected to abide by the contents of policies. DfE policies cannot be changed at school level.

Procedures are the processes used for enacting policies in the school.

**Note:** *Parent(s) with a grievance about School Policy should:*

- *contact a Governing Councillor to discuss the matter*
- *arrange a meeting time with the Principal to discuss their concern*
- *allow reasonable time frame for issue to be addressed*

### **Principles of our Grievance and Relationships Procedures policy:**

- Maintain confidentiality of people, information and involvement.
- Everyone should be treated with respect
- Meetings to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner

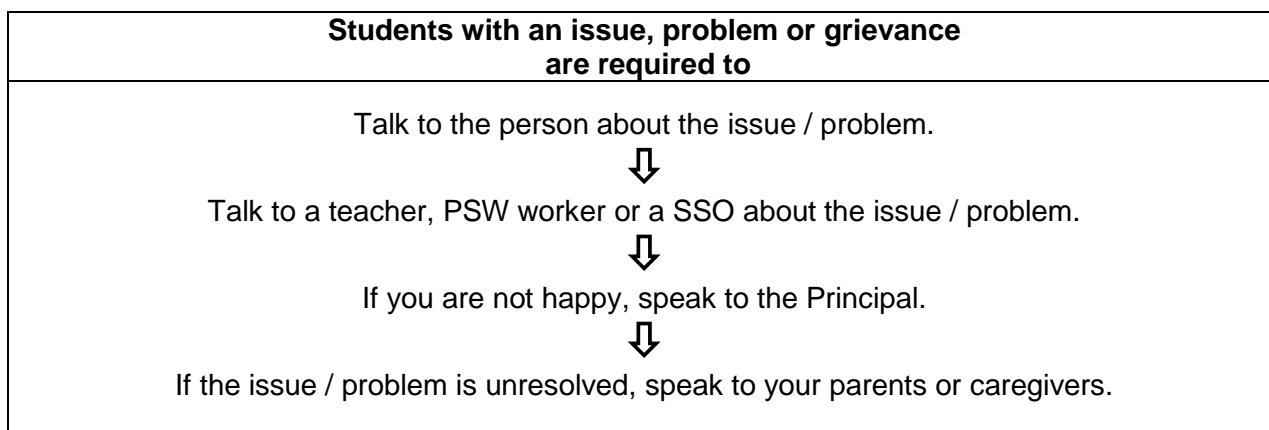
*Port Wakefield Primary School staff are professional people and all issues are taken seriously. Teachers and SSO's are fully DfE trained in dealing with issues. Principals and Regional Directors are required to see that everyone has a fair say.*

From time to time, a staff member may have a concern about a student which cannot be solved by using established school Student Development procedures. It would then be appropriate to follow the Grievance Procedures.

Examples of when Grievance Procedures would be appropriate include:

- a student harassing a teacher
- ongoing lack of positive communication
- negative response to management techniques

## Procedures



**Note:** All personal matters such as concerns regarding staff, student or parent relationships should be raised directly with the school through the Class Teacher or Principal in a confidential manner. Grievances are to be addressed within a short time frame (e.g. 48 hours, by the end of the week) or laid to rest.

