



ST STITHIANS COLLEGE
GRIEVANCE PROCEDURE: LEARNER(S) AND PARENT(S)

Grievance by learners

1. These may be taken up with the learner leadership in the particular school, who will then bring the grievance to the attention of the relevant school authority.
2. A grievance involving the professional behaviour of a member of staff must be brought to the attention of school management by the parent of the learner, using the process described below.

Procedure

3. Should communication have broken down, and the amicable resolution of a parent's grievance no longer be possible, the following formal procedure is recommended for parents to follow.
4. Complete the grievance document below in order to facilitate further action on the part of the school.
5. Submit the document to the party concerned and to the Head within 7 days of the issue giving rise to the grievance.
6. Make yourself available for an enquiry into the complaint, or a meeting with a member of the management of the school or the Head.
7. Should the complaint prove to be intractable, reserve your right to remove your child from the school – in the best interests of your child and the school.

APPROVED BY THE COLLEGE EXECUTIVE COMMITTEE: 04 APRIL 2005
AMENDED BY COLLEGE EXECUTIVE COMMITTEE: 29 MAY 2006

ST STITHIANS COLLEGE
GRIEVANCE FORM FOR PARENTS

Please note that it is the sincere intention of the management of the school to take all grievances seriously, to investigate them fully and to resolve them as quickly as possible in the interests of the students and family affected and of the school itself. To that end, the school would like to appeal to the parent submitting the grievance to be realistic in their expectations in terms of how the grievance could be resolved.

Name of Learner:	Grade of Learner:
Name of Parent:	Date of joining school:
Names of staff involved in grievance:	
<p>The Grievance. Define the grievance (in specific terms) – try to restrict your comments to the issues involved. Detail the incident/s relating to the grievance (specify the names of staff/students involved in the incidents, and the dates of specific incidents, if such incidents leading up to the grievance spanned a period of time). Detail any previous actions taken by you to resolve the problems leading up to the grievance – name any members of staff you may have approached and the time-frame when this happened.</p>	
<p>Previous action by the school. Detail any action taken by the school or its representatives to resolve the problem – include examples of where you feel no/unsatisfactory action was taken by the school to resolve the issues leading up to the grievance.</p>	
<p>Your request. (Detail your suggestions on how you would wish the grievance to be resolved i.e. the specific actions you would like to see taken.)</p>	
Signature(s) of Parent(s):	Date: