

PARENT PARTICIPATION - GRIEVANCE PROCEDURES

Your concerns **will** be discussed with the relevant people.

You **will** need to be specific about your concern, for example, describing the incident and /or quoting the words used.

Some parents believe that if they raise a concern, their child will be treated differently or 'picked on'. Teachers are professional people and will not do this and Principals and Education Directors are required to ensure that it does not happen.

You will be informed of the outcome.

We always appreciate a message letting us know that you are happy with the outcome.

It is important that these concerns are kept confidential and although, at times, you may wish to seek support from friends or an advocate, it is important to do so wisely. When the matter is discussed in the student's hearing, it is important that the student understands that you have confidence that the issues will be resolved at a school level. Criticism of the school or teacher does not support the child's education as it undermines trust and confidence. The school can only deal with issues that are raised in the ways outlined above, if we do not receive information, then we assume that all is well.



ORROROO AREA SCHOOL GRIEVANCE PROCEDURES

Good relationships between our school and its community give our children 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 either school policy, for example, head lice or mobile phones, or staff performance in the classroom or yard.

Under Department for Education(DfE) guidelines, parent bodies such as Governing Council must be directed by their chairperson **not** to discuss performance of school staff.

CONCERNS MUST BE TAKEN UP IN THE FOLLOWING WAY

