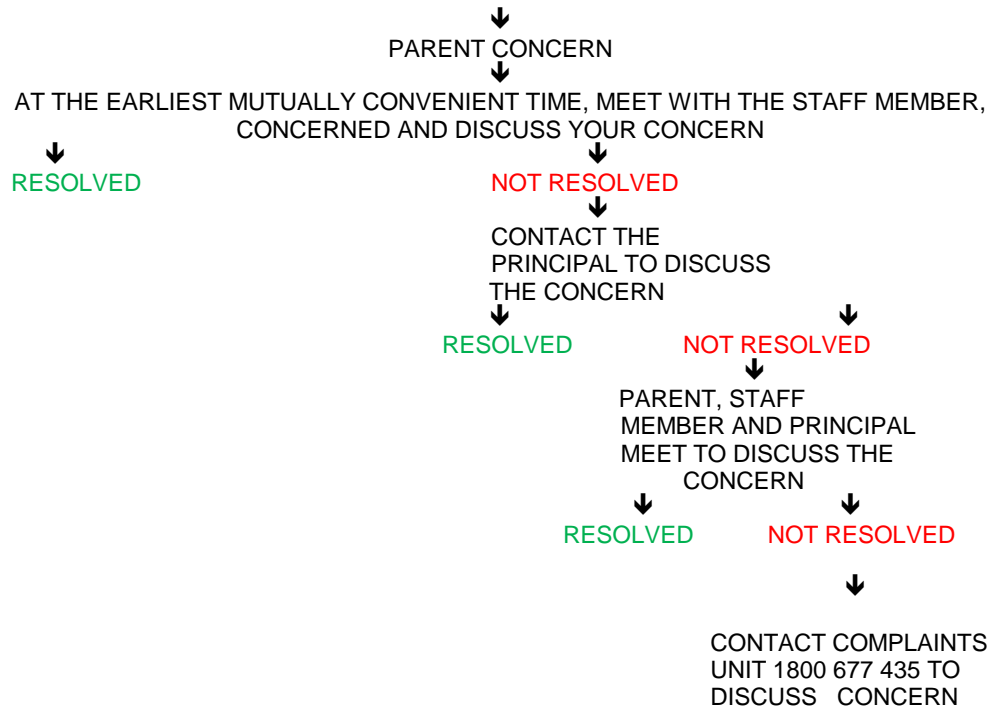
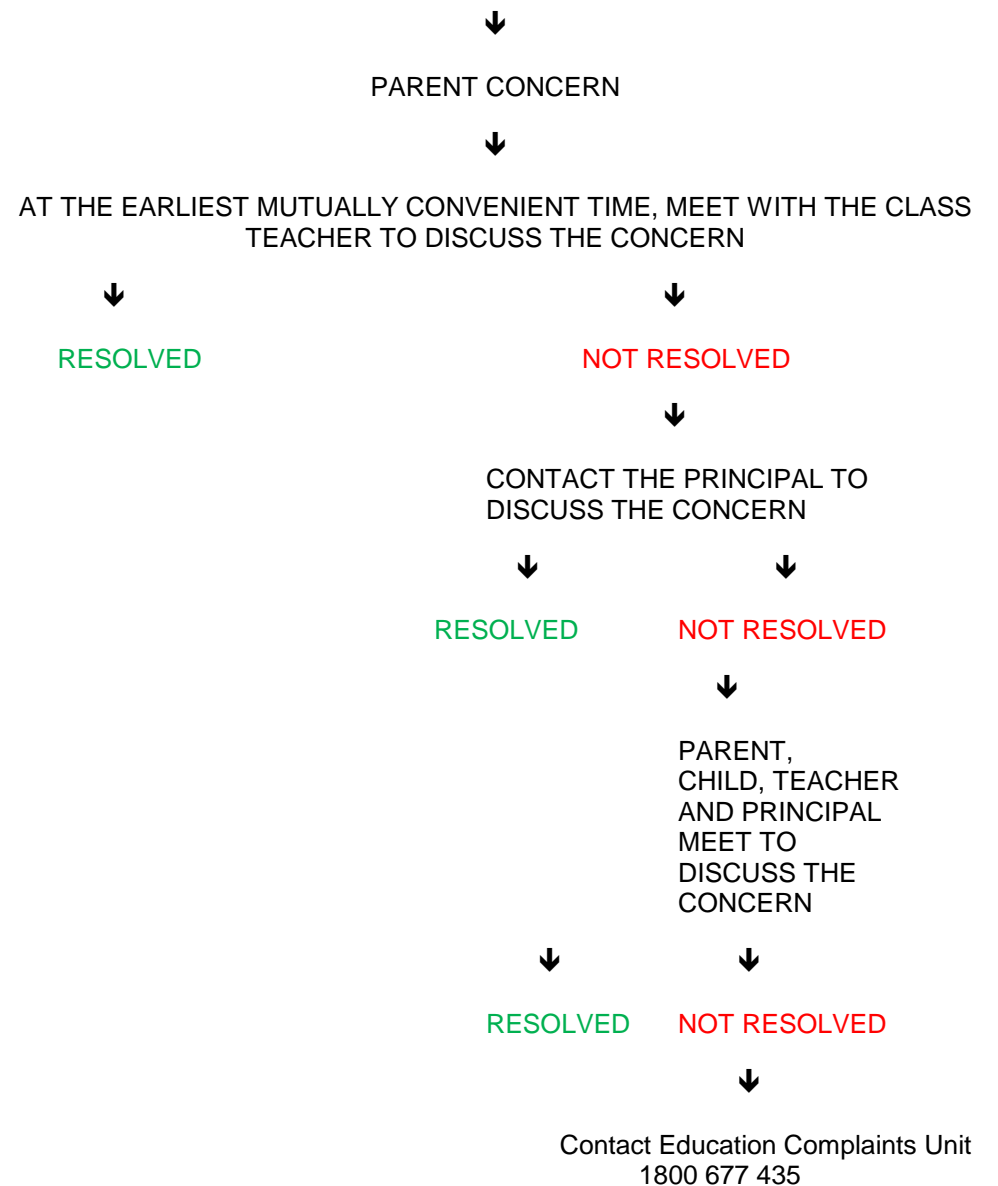


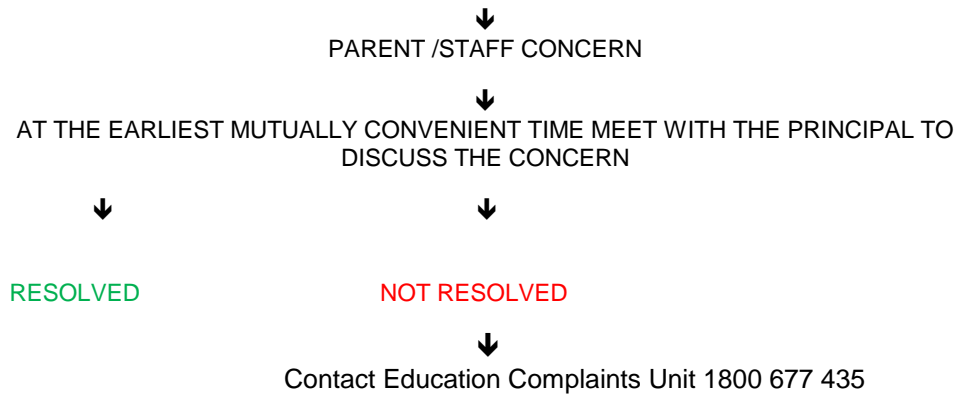
TEACHER AND ANCILLARY STAFF PERFORMANCE



CHILD



PRINCIPAL PERFORMANCE



*PLEASE NOTE. THE FIRST STAGE IN THE COMPLAINTS UNIT INVOLVEMENT WILL BE TO CHECK THAT THE ISSUE HAS BEEN TAKEN TO THE SCHOOL AND AN EFFORT MADE TO RESOLVE THE ISSUE

SCHOOL POLICY/PROCEDURES



PARENT CONCERN



AT THE EARLIEST CONVENIENT TIME, MEET WITH THE PRINCIPAL TO DISCUSS THE CONCERN



NOT RESOLVED



RESOLVED



DISCUSS CONCERN WITH GOVERNING COUNCIL BY ASKING FOR IT TO BE PLACED ON THE AGENDA AT THE NEXT MEETING



RESOLVED



NOT RESOLVED
Contact
Education Complaints Unit
1800 677 435

GREENOCK PRIMARY SCHOOL GRIEVANCE PROCEDURE

RAISING CONCERNS

Good relationships between the home and the school 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 concern heard and acted upon

Your concerns may relate to any aspect of school life - classroom, yard or school policy

IMPORTANT

It is important that grievances be kept confidential, and although at times you may wish to seek support from friends or an advocate, it is very important to do this wisely.

When a matter is discussed in a student's presence it is important that the student understands that you have confidence that the issue will be resolved confidentially at the school level.

Criticism of the school or a teacher in the presence of the child does not support the child's education as it undermines their trust and confidence.

ABOUT RIGHTS

All parents have the right to expect that the school will do their best to deliver quality education based upon clear guidelines.

All children have the right to learn without harassment and uninvited interruption from others.

All teachers have the right to teach without harassment and uninvited interruption from others. Therefore all members of the School Community have the right and responsibility to use the established procedures for raising any concerns relating to the school.

ABOUT COMPLAINTS

Our school aims to provide a quality service to students and their families and welcome feedback or concerns as a way of ensuring this.

Most complaints are based upon lack of information or misunderstanding and can be resolved by early intervention. This requires a genuine and trusting relationship between home and school and a commitment to resolving the issue.

Concerns and complaints need to be resolved to ensure the child is learning in a safe and supportive environment where his/her interests are paramount.