



**EFFECTIVE: MAY 2024**

**REVIEWED:**

## **GRIEVANCE POLICY AND PROCEDURE**

A grievance is a concern, complaint, or issue raised by a parent, guardian, or student regarding the school's operations, teaching, or services.

Country House School is committed to addressing parental concerns and dissatisfaction in a fair, transparent, and timely manner. This policy and procedure aim to provide a clear and structured approach to managing grievances, ensuring effective communication and resolution.

This policy applies to all parents, guardians, and students who wish to raise a concern or complaint related to the school's operations, teaching, or services. (further refer to our CONTRACT OF ENROLMENT)

### **PROCEDURE**

#### **GRIEVANCE FORM**

For general complaints or concerns, parents may complete the Google form for general COMPLAINTS & CONCERNS. This form ensures all feedback is received, considered, and communicated respectfully.

[https://docs.google.com/forms/d/e/1FAIpQLSeQ76f8eoKhmgQj\\_BLFgtw5RDBw8DskS\\_V0MTe\\_bm8CgM2zxg/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSeQ76f8eoKhmgQj_BLFgtw5RDBw8DskS_V0MTe_bm8CgM2zxg/viewform?usp=sf_link)

#### **STEP 1: INFORMAL RESOLUTION**

- A letter can be written in your child's homework book or an addressed letter in an envelope can be sent to school.
- An email can be sent directly to the teacher responsible.
- Parents are expected to first schedule a meeting with their child's teacher to discuss their concern or grievance. The teacher will listen to the concern, provide clarification or explanation, and attempt to resolve the issue. A witness or the phases HOD will be present.

#### **STEP 2: FORMAL COMPLAINT**

- If the issue is not resolved in Step 1, parents may schedule a meeting with the HOD or Principal.
- The HOD/Principal will investigate, provide a response, and attempt to resolve the issue.
- Parents must provide the following information when scheduling a meeting or use the link below:
  - Reason/agenda for the meeting
  - Parties involved
  - Class/grade
  - Suitable time (we do not schedule meetings after hours)

FORM [https://docs.google.com/forms/d/e/1FAIpQLSeDMRQAVCUqHzZP0OXENfHHKlcmBTR9f0WHTcrCMjNcaZe7Mw/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSeDMRQAVCUqHzZP0OXENfHHKlcmBTR9f0WHTcrCMjNcaZe7Mw/viewform?usp=sf_link)

## **NB. MEETINGS WILL NOT BE SCHEDULED WITHOUT THE ABOVE INFORMATION BEING PROVIDED**

- ✓ Meetings will be scheduled for 30 minutes or on the hour; longer meetings are discouraged
- ✓ A second meeting can be scheduled if the first meeting is incomplete
- ✓ Only the listed agenda will be discussed; please avoid bringing up past or new topics not scheduled for

## **IMPORTANT GUIDING PRINCIPLES**

- Country House School values parental collaboration and feedback.
- We strive to enhance communication and effectively address challenges.
- Your cooperation, respect and kindness when communicating any grievance would be appreciated.
- Parents must avoid approaching teachers or staff unannounced, as this can disrupt academics.
- AVOID, gossip, open discussions on school platforms, and general negative talk amongst parents in front of your children, this can lead to misinformation and negativity, affecting the school community.
- NEGATIVE COMMENTS AND COMPLAINTS CAN:
  - Undermine teacher confidence and morale
  - Create a hostile school environment
  - Distract from the primary focus of educating and caring for students
- All complaints must be handled with respect and require a paper trail for the safety of all parties.

## **ADDITIONAL METHODS**

**APPEAL LETTER:** (please contact the admin office for this form)

An Appeal Letter is a formal written request submitted by parents to address and appeal decisions or actions taken by the school that they believe are unfair or unjust. It provides parents with an opportunity to present their case, provide additional information, and seek a review or reconsideration of a previous decision.

**DATA REQUEST FORM:** (please contact the admin office for this form)

A Data Request Form allows parents to formally request access to specific information or data related to their child's education or school records. This form enables parents to review and obtain copies of relevant data, such as academic reports, assessments, attendance records, or disciplinary records, to ensure transparency and accountability in the educational process.

**PRAYER REQUESTS AND CONSTRUCTIVE COMPLAINTS, SUGGESTIONS, AND COMPLIMENTS BOX:**

Located at reception, this box allows parents to submit anonymous or signed notes with prayer requests, complaints, suggestions, or compliments.

While anonymous notes have their place, we encourage parents to make themselves known when complaining so we can better address the issue.

**BULLY BOX:**

Located at a secure and discreet location for easy access, this box is routinely monitored and checked to ensure the confidentiality and effectiveness of the reporting process.

Students are strongly encouraged to utilize the Bully Box to report any instances of bullying.

This proactive approach enables us to address and manage such situations internally, effectively preventing further incidents and escalation.

Rest assured that if our team deems a matter to be serious, it will be reported through the appropriate channels for prompt and appropriate action.

Your cooperation in maintaining a safe and respectful environment for all students is greatly appreciated.

**FURTHER REFER TO OUR ANTI-BULLY POLICY**

**In addition to this policy parents can also refer to Section 12 of our CONTRACT OF ENROLMENT, which outlines the ALTERNATIVE DISPUTE RESOLUTION PROCESS.**

Alternative Dispute Resolution (ADR) is a method of resolving disputes or conflicts between parents and the school through methods such as mediation or arbitration, rather than going to court. This section of the contract provides a structured and formalized way to address disagreements or disputes that cannot be resolved through informal means. By referring to this section, parents can initiate the ADR process to seek a fair and impartial resolution to their concerns or grievances. It promotes open communication, collaboration, and a constructive approach to resolving conflicts in a timely and efficient manner.

**CONCLUSION**

By providing multiple avenues for feedback and reporting, we aim to foster a culture of openness, respect, and safety, ensuring that every student feels supported and valued and parents/guardians feel heard.

By following this policy and procedure, we aim to resolve grievances in a fair, transparent, and timely manner, maintaining a positive and respectful school culture.

**SIGNATURE APPROVAL**

BEHALF OF HEADS		DATE	
BEHALF OF SGB		DATE	
PRINCIPAL		DATE	