



GRIEVANCE POLICY

Student learning is at the heart of everything we do at Trinity Gardens School and teaching and learning is most effective where there is an active, positive relationship between you and the preschool or school. Your views, compliments, suggestions or complaints are important to us because they help us to improve our service to children. If you ever have a concern or grievance we would be happy to meet with you because it is very important that we work together to resolve any concerns. The process outlined below is for use to resolve a concern or grievance.

The school will make every effort to address concerns and resolve issues as quickly as possible.

Step 1: Identify the concern

Step 2: Decide who to speak to

Speaking with your child's teacher is a good starting point.

- If the issue relates to the class it is best to speak with the class teacher first.
- If it is a yard behavior issue please contact the class teacher or the Assistant Principal.
- If it is about a staff member or another parent please contact the Principal.
- If it is about school facilities please contact the Principal.

Step 3: Organise a time to meet/talk

In order to best resolve an issue time is needed. The best way to do this is to arrange a mutually convenient time to meet by contacting the front office or writing a note in the Communication book. It is helpful to advise your concern at this time. The most convenient time to contact staff is after 3pm except on Tuesdays when there is a staff meeting. Before school teachers need to welcome children to the school day.

Step 4: Issue not resolved?

Please arrange a time, through the front office, to meet with the Principal or member of the leadership team, who has overall responsibility for all activities on the school site.

It is helpful if you provide information which will enable the conversation/meeting to be as useful as possible in resolving the concern.

Step 5: Issue not resolved?

If the issue cannot be resolved at the school level you may contact the Department for Education or the District Education Office at Felixstow to speak with the Education Director.

The District office will need to be sure that attempts have first been made at the school level to resolve the issue using the above described process.

Some points to consider:-

- Our front office staff will take and pass on messages however they do not have a role in student behavior management.
- Senior staff may sometimes be out of the school attending conferences however, they will get back to you as soon as possible.
- Please do not approach other parents or children other than your own in relation to concerns.
- Hearsay is not always a reliable or accurate information stream. To clarify any matters please contact the school.
- Improved relationships can often result from resolution of difficult situations.