

Padthaway School

Education Concerns and Complaints Procedure

Additional Information for Padthaway School

STUDENTS

All students are taught a grievance procedure for any personal concerns or issues they may wish to raise. The procedure is outlined below:

1. Speak to the person who is bothering you. You may ask a friend to support you when you do this.
2. Speak to your class teacher
3. Speak to a teacher
4. Speak to the Principal
5. Speak to your parents.

Class meetings can be an opportunity for students to raise general matters with the Class. This can then be taken to the SRC to be discussed with the whole School.

PARENTS

Grievances need to be kept confidential. Raise the issue with the school, but keep in mind that you have one side of the issue. Be prepared to talk specifics, ie be prepared to talk about your own child and the particular incident. Parents can use an advocate to assist them in raising an issue. When a grievance is discussed it is important for the student involved to hear that there is confidence that it will be resolved at school level.

It is important for the sake of the students and the school that teachers are not criticised in students' hearing. The school can only deal with issues that are raised in this way for if we are not approached about any concerns, then we assume all is well.

To understand the steps to take when you have a grievance, please refer to the Grievance Policy in the DECD Education Complaints Policy or Anti Bullying Policy.