



A suggested grievance process for parents/carers

When raising an issue or concern with your child's teacher or school
Principal

- Keep an open mind. You may not have all the facts. The first task is to seek clarification.
- Take your concern directly to the appropriate person. If the issue relates to the class program, routines or a situation that occurred in class, speak directly with the teacher. If it relates to a whole of school policy of practice, make a time to speak with the Principal. Going over a person's head will make it difficult to maintain a trusting working relationship.
- Make an appointment, or at least think clearly about the best time to make contact. Avoid times when the teacher/Principal is supervising the class or yard.
- Be aware of the impact of your emotions. Reflect, plan and rehearse what you need to say before approaching the teacher or Principal. It may help to jot down a few points before the meeting. Attempt to keep your emotions in check. This will minimise the possibility of acting or speaking inappropriately and raising defences.
- Approach the teacher or Principal in a polite, objective manner that shows commitment to resolving the issue together. Try an opening statement such as "There is a misunderstanding that we need to clear up." or "There is a problem that we need to solve together."
- Begin by expressing an overall appreciation of the work of the school and teacher or at least an understanding of the challenges facing leaders and teachers in their work. Something like "I appreciate the work you do in leading the school in what must be a very challenging role, however, there is an issue I need to raise with you." or "I value the work you do in the classroom and understand that it can be quite challenging and demanding, however, there is an issue I need to raise with you."
- Remember that you both have one thing in common and that is a commitment to the learning and wellbeing of your child.
- You may consider writing a note of appreciation to the teacher or school once the issue has been dealt with and resolved. This strengthens the partnership between home and school.
- If you believe that the issue has not been dealt with appropriately or resolved to your satisfaction, you can refer to the [Catholic Education South Australia Feedback and Complaints](#) page.



Saint David's
PARISH SCHOOL

**As partners in the education of their children, parents...
work toward resolving grievances appropriately and with respect**
(Charter for Parents in Catholic Schools SA)

(This resource has been adapted from an article by Barry Dwyer and the Federation of Catholic School Parent Communities)