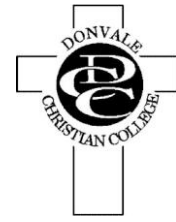


# GRIEVANCE POLICY FOR PARENTS



## Policy

*Do your best to preserve the unity which the Spirit gives by means of the peace that binds you together. (Ephesians 4:3)*

*If a fellow believer hurts you, go and tell him – work it out between the two of you. If he listens, you’ve made a friend. If he won’t listen, take one or two others along... and try again. (Matthew 18:15-16)*

The Donvale Christian College community places a high value on sustaining relationships within the community that are characterised by justice, respect, compassion, honesty, trust and grace. When a parent has a grievance or concern in respect of operational matters (the day-to-day operations and management of the College), the College has a clear procedure whereby such issues should be raised and addressed.

## Procedure

**Stage 1.** In most instances, a parent should raise the issue with the teacher or teachers directly concerned. *(An email may be appropriate; if not, an appointment should be made.)*

**Stage 2.** Where Stage 1 is not appropriate or a parent is not satisfied with the response at Stage 1, the parent should take the matter to **either**:

- the Head of School (for administration, discipline or teacher performance concerns)
- or**
- the Director of Studies (for curriculum content concerns)

**Stage 3.** If a parent is not satisfied with the response at Stage 2, the matter should be referred to the Principal for determination.

**Stage 4.** If a parent is not satisfied with the determination of the Principal, the matter may be referred in writing to the Secretary of the Board of Directors. The role of the Board in the day-to-day operational matters is to ensure that concerns or issues have been handled in accordance with policy and procedure.