



## GRIEVANCE PROCEDURES

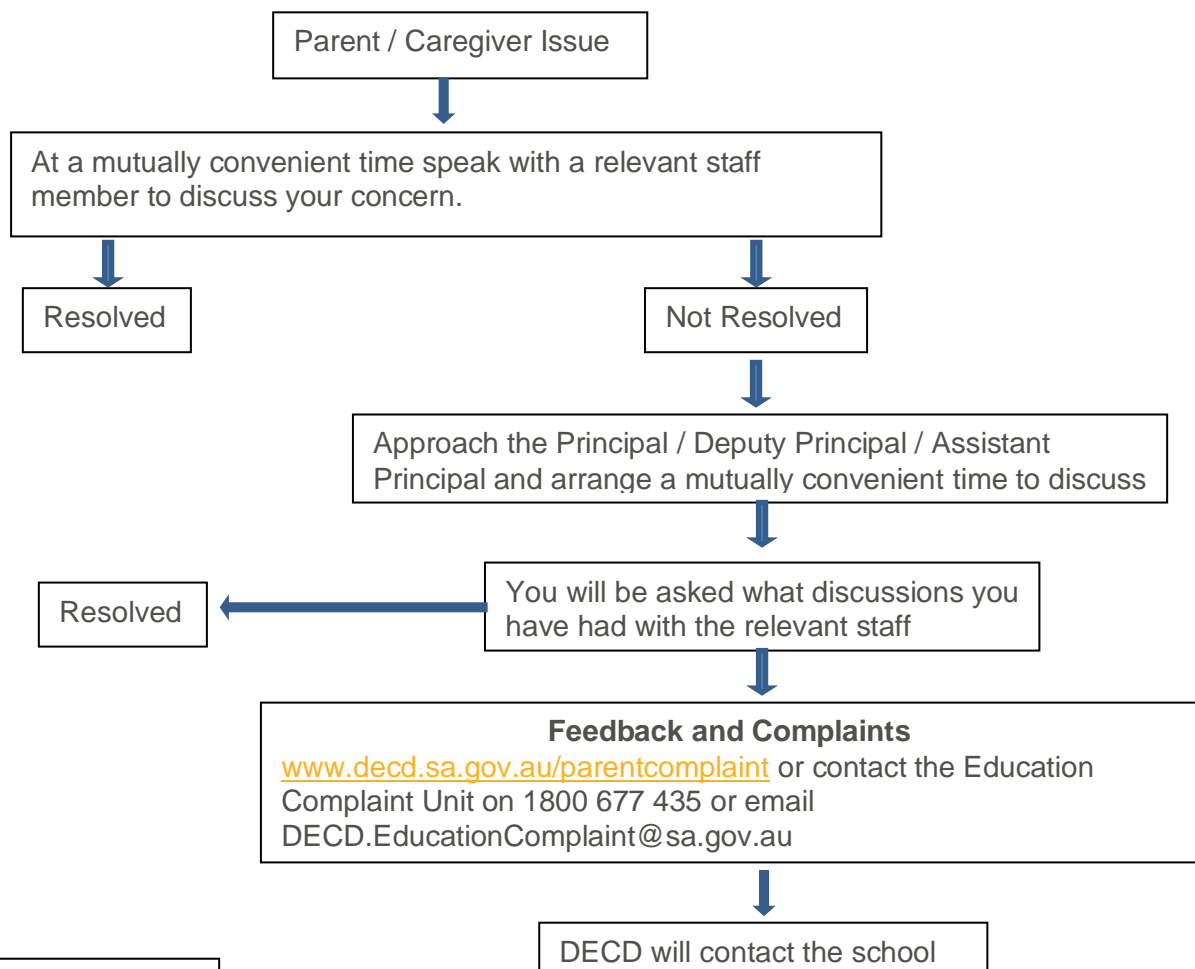
At **Brighton Primary School** we believe a strong partnership between parents and staff promotes a positive learning environment for our students. As partners in your child's education we appreciate the in-depth knowledge about your child that you can provide.

At times issues or concerns may arise regarding your child's education that you wish to bring to the attention of staff. These are most effectively dealt with if they are raised in the following ways.

All **personal matters** regarding student, parents or staff relationships should be raised directly with the school through the classroom teacher or Principal in a confidential manner.

**General school matters** such as the timing of events, comments about school policies etc. are most appropriately raised with the Governing Council, Staff or the Principal/Deputy Principal/Assistant Principals.

The following guidelines may assist if you have a concern:-



*Please remember, we cannot solve a problem that we do not*

It is important that grievances are resolved promptly within the school and confidentiality is maintained. If you wish to seek support from friends or an advocate please do so wisely. If the matter is discussed in student's hearing it is important that the student understands you have confidence the issue will be resolved positively and confidentially at school. It is vital to your child's learning to see that the relationship between home and school are constructive and supportive of each other.

Please make sure that your child knows he/she may seek support at any time. Class meetings and the school's grievance procedures are in place to help students resolve problems.

We believe this procedure will assist in maintaining a strong partnership between parents and staff and will ensure a positive working and learning environment for students.