



At Prospect North Primary School we welcome the airing of grievance in a **responsible and constructive manner**. Please consider the following when you have a grievance:

- Grievances are to be kept **confidential**. At times you may want to seek support from others however it is important this is done privately & respectfully.
- There must be **mutual respect** between all parties – respect for teachers as professionals and respect for parents' relationship with their child.
- It is vital that in the best interests of students, and the school, that **teachers are not criticised** during the process.
- All contributions are **to be listened to** respectfully and attentively by others.
- Think carefully about the **outcome you want to achieve** with respect for your child, yourself, the teacher and the school.
- Be prepared to **talk specifics**. Bring along notes eg when, where, who, what, why, how incidents/issues have occurred.
- Parents can use an **advocate** to assist them in raising an issue and can contact the Parent Complaint Unit for advise.

It is important to remember that the grievance procedure will not necessarily result in a change to or reversal of a decision or action, sometimes the only achievable outcome may be an apology, an understanding to improve guidelines/procedures in the future. Please refer to the flow chart below to follow up on concerns.

