

PARENT GRIEVANCE PROCEDURES

This is designed for use by parents within the school setting.

In the instance where an issue warrants police involvement such as assault, theft, possession of illegal substance, harassment, or child protection issues; the procedure below is no longer relevant. The involvement of the police must be handled by the Business Manager on behalf of the Board of Governors.

We strive to resolve educational or management issues in the school expeditiously and fairly so appropriate resolutions can be achieved.

As far as is practical an issue of concern should be dealt with as close to the source as possible.

To this end, where an issue concerns a parent grievance, or other issues concerning the school management, it is encouraged, that in line with Chrysalis school ethos, an approach directly with the person involved with a view of addressing the matter and seek a resolution.

If this is not possible or is unsuccessful then the staff member should contact the Education/Business Manager as appropriate who will support the process as described below.

If the matter concerns the Business Manager or the Education Manager, the party with a grievance should contact the alternate school manager, who will liaise with the Chair of the Board of Governors as appropriate.

PROCEDURE:

As many issues and disputes can be resolved informally the following principles underpin the process:

- As quickly as possible
- As close to the source of the dispute
- In a solution oriented way
- With confidentiality
- With due respect for natural justice

Step 1 – Informal Process

In this phase of the process the Business Manager (BM) or Educational Manager (EM) will act on behalf of the Employment Relations Group (ERG) to

- explain and support the grievance process;
- ascertain if the matter as to any statutory implications and advise and act accordingly;
- facilitate the resolution of issues raised as applicable.

The BM, EM or ERG will NOT assume responsibility for resolution of the issues.

If a satisfactory resolution has not been found through this informal process, follow Step 2.

Step 2 – Formal Process

In the event that the informal processes of step 1 does not provide a solution to the satisfaction of the individual raising the issue, that person may choose to lodge a NOTIFICATION FOR FORMAL RESOLUTION OF AN ISSUE FOR STAFF form (see attached) which will go directly to the Employment Relations Group (ERG).

The deliberations, actions recommendations and documentation resulting from the Formal Process will be recorded in the files of the Employment Group of the staff member concerned and the family file.

If resolution has not been found through this formal process, the School Managers (Business or Education Managers) may at their absolute discretion, seek external support through appropriate avenues. In the event of such action being taken, the Board Chair must be advised by way of a confidential report outlining the issues and associated risks.