



Name of Policy	Community Grievance
Policy Number	43
Applies to	Whole College
Date Approved / By Whom	March 2016 / College Principal
Board of Management College Principal	March 2016 March 2016
Contact Person	Wendy Barel
Date created	10 th March 2011
Date last reviewed	June 2016
Version	1

The following Policy has been endorsed by the Board of Management and College Principal.

President Board of Management	David Guth
College Principal	Wendy Barel
Date	June 2016



Steps in Raising Issues at the College

The School has in place processes for dealing with complaints and grievances raised by students and/or parents. The contact persons for this process is outlined in the Communication Flow Chart (page 4)

Depending on the nature of the issue who should be the first point of contact. In the first instance if it is appropriate it is best to address the grievance directly with the staff member involved. The process from there works its way through to appointments with the College Executive, and under given circumstances, the Board of Management, as per below.

Early Learning Centre and Junior School: Appointments with the Head of Junior School may be made by telephoning the Personal Assistant to the Head of Junior School.

Senior School: Appointments may be made by telephoning the Personal Assistant to the Head of Senior School. Please indicate if your visit concerns your child, as it is usual for the Head of Senior School to ensure that the student's Year Patron is present and that any necessary information is obtained prior to the meeting if appropriate.

Business Administrator Appointments can be made by telephoning reception.

College Principal: Appointments may be made by telephoning the College Principal's Personal Assistant.

President of the Board of Management: appointments may be made by telephoning the Board Secretary.



APPOINTMENTS WITH STAFF

Parents are encouraged to bring their concerns or ideas, be they through telephone, email, letter or in person to staff. It is important in doing so to go through the appropriate channels as set out in the Communication Flow Chart.

Following going through the steps in the Communication Flow Chart parents are welcome to make appointments to meet with the **Head of Senior School /Curriculum** about matters related to the general curriculum and with the **Head of Jewish Life** about matters related to the Jewish Life curriculum.

For all matters, appointments should be made by telephoning the School office and an appointment time or a return call can then be organised.

In the **Senior School** parents are asked initially to address all matters:

- relating to a particular subject area to the subject teacher
- and thereafter to the relevant KLA (Key Learning Area) Head of Department (see College Staff List which is distributed annually for names of Department Heads).
- Matters of a general nature concerning your child should be addressed to the Year Patron.

In the **Junior School** appointments may be made with:

- The child's teacher. Parents are asked not to interrupt teachers during class time. If it is necessary to phone teachers during school hours a message should be left requesting the teacher to return your call. Parents may also choose to email the relevant staff member to raise their concerns.
- Specialist teachers
- Head of Teaching and Learning for curriculum matters
- Head of Academic Care for pastoral matters
- Head of Hebrew/Jewish Studies for these subject matters

If phone messages are left for staff they will endeavour to answer them within 24 hours. Similarly staff will attempt to respond via email in a timely manner.

Parents can expect to have their issues acknowledged, investigated as/if appropriate and be provided with feedback on the outcome.

You should not telephone teachers, College executive staff at their homes or on their mobiles. Similarly the President of the Board of Management should only be accessed through a request to the Board secretary.

COMMUNICATION WITH THE COLLEGE (See also "NEWSLETTER - THE SHOFAR")

Any parent with a concern is urged to approach the College promptly to ensure early intervention and resolution of the problem. There are appropriate channels of communication in the College to facilitate this process. Communication may be in writing or via a telephone or appointed meeting.

Communication Channels

In the following schematics of the channels of communication, the arrow indicates where to go next if not satisfied that the matter has been resolved.

Responses to Grievances

The College will determine the most appropriate method for dealing with the grievance which could include amongst other things the following:

- Requesting further information
- Seeking out information from staff members or students
- Setting up a meeting with you and other parties involved in the grievance issue
- Reviewing and responding to the grievance or arranging an appropriate person to respond to the grievance
- Facilitating a meeting between you and the person(s) that the grievance is about



On receipt of the grievance the College will generally take the following steps:

- Determine the best method of handling the grievance
- Advise you of the likely steps that will be undertaken by the College in relation to the grievance
- Advise the person about whom the grievance is about the nature of the grievance and seek out their response
- Collect any additional information the College considers necessary and appropriate to properly review the grievance and
- Advise you and the person(s) that the grievance is about of the College's response to the grievance and if appropriate, any proposed action to be taken.

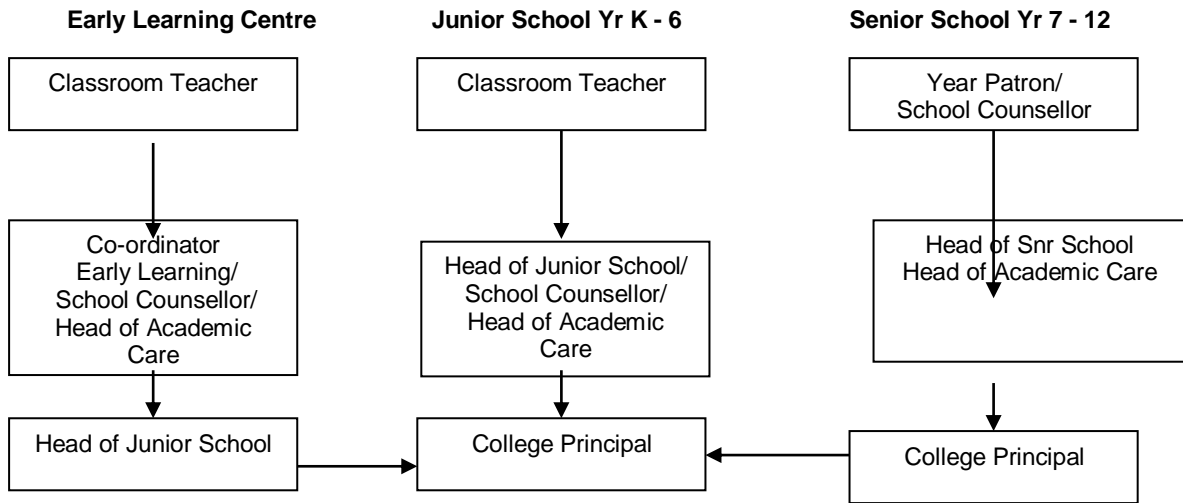
Note; There may be circumstances in which some of the steps outlined above are not appropriate and the College will determine in its absolute discretion, on a case by case basis the most appropriate method of handling the grievance.

Parents can expect that all matters raised with the College at meetings or via written correspondence will be followed up with a response in writing acknowledging the grievance and putting forward the outcome(s) of the discussion and any follow up as a result of the matter being raised.

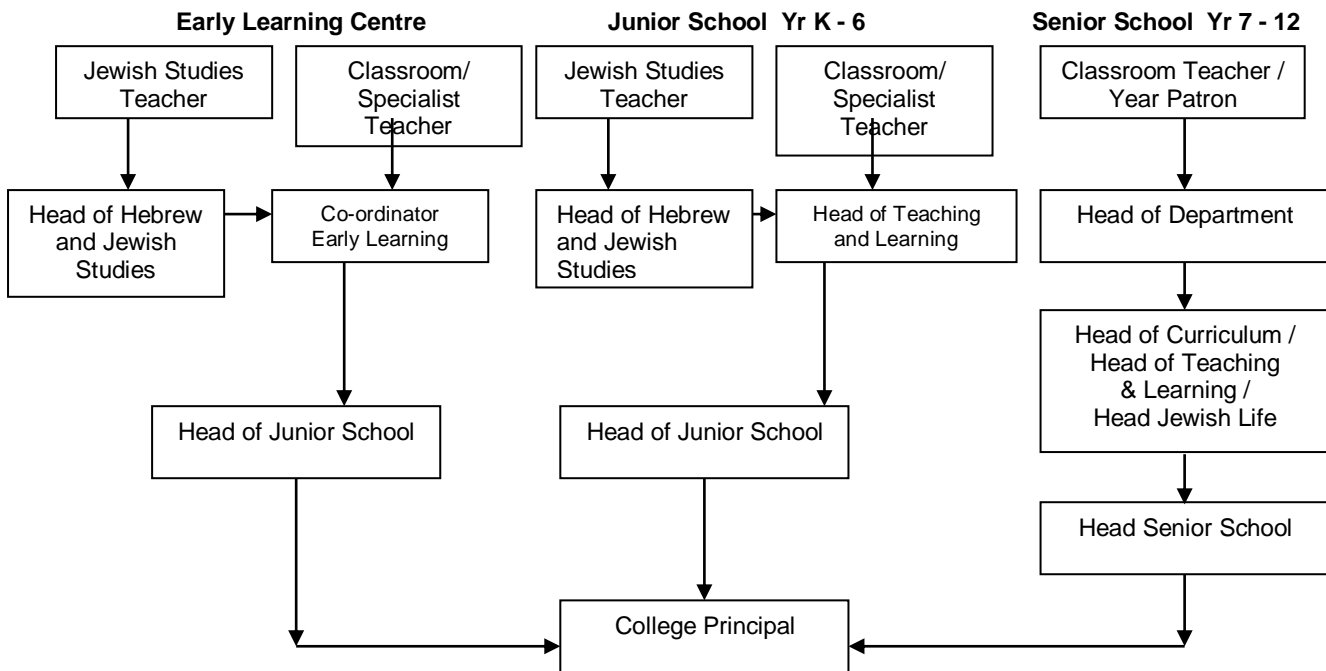


COMMUNICATION FLOW CHART

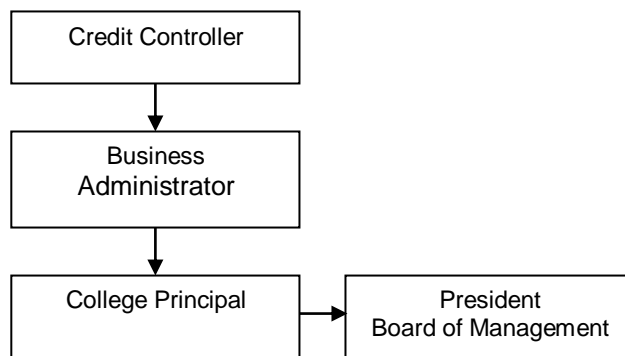
Student Welfare Issues: issues relating to your child's well being.



Educational issues: issues relating to your child's academic progress



Financial Issues: issues relating to fees, other charges, education funding etc





Parents should rest assured that in the event of any concerns being expressed by them, the College Executive will not tolerate any repercussions on their child.

COMMUNICATION RULES

For any issues not relating directly to your child but relating to the general processes, policies or everyday management of the College please approach the relevant Head of Junior or Senior Schools or Business Administration.

All College teaching, office and maintenance staff are required to speak to and behave towards parents and visitors with utmost courtesy. The College expects the same in return from parents when they phone, email or visit the College.

Emergency Communication: In emergencies, contact the school office.

Senior School: The office is unable to pass on messages to the children except in an emergency. Please make all necessary arrangements for transportation, dentists' appointments etc. prior to leaving home in the morning. A phone is available at reception for necessary use by the students.

Junior School: In the case of emergency, Reception contacts children with important information. Messages cannot be relayed after 2.00pm. Generally, it is recommended that all afternoon and travel arrangements be clearly defined before your child attends school each day.

Letters and notes from the College: When letters/emails sent home by the College require a response or acknowledgement, parents are requested to do so promptly. Permission notes regarding excursions must be returned signed by a parent at least 48 hours before the excursion.