



Grievance Policy and Procedure

Rationale

At Hargy International School there is an accessible grievance (complaint) mechanism for parents/guardians that promotes the early resolution of issues through consultation, cooperation and discussion.

Context

It is acknowledged that occasionally parents/guardians may have cause to make a complaint about an issue of concern in relation to their child's education. It is in the interests of all parties that a clear set of guidelines is established to first clearly identify the problem and then to promote the earliest and most transparent resolution possible.

The Principal and Staff of Hargy International School are committed to resolving issues raised by parents/guardians in a prompt, positive and open manner.

Grievance Categories

Grievances may fall into one of several categories:

- i. Parents/guardians concerning their child's education and or treatment at school.*
- ii. Students concerning their education or treatment by other students.*
- iii. Teachers concerning students or parent/guardian interactions.*

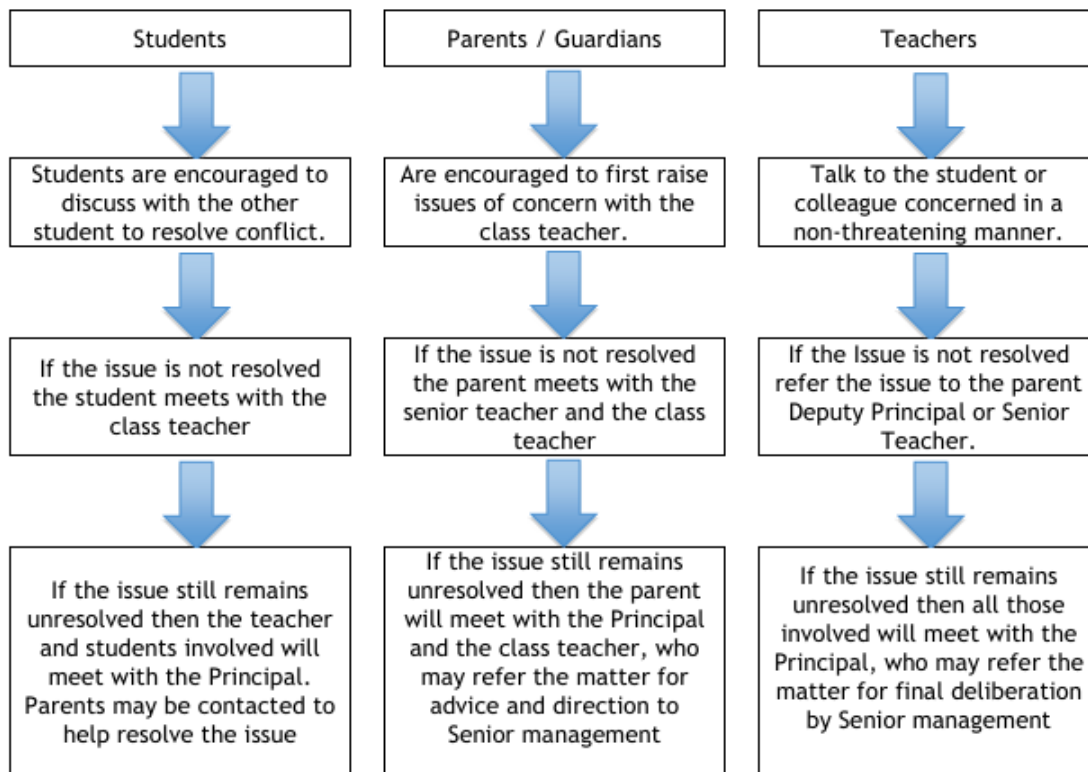
Guiding Principles

The following principles guide the management of all grievances at the school:

- a) Any grievance should first be addressed by the class teacher (where appropriate) for the earliest and least disruptive resolution.*

- b) Any such grievance may be verbal or written in the first instance but should be delivered in a non-threatening and non-abusive manner. It should clearly state all details of the complaint and advise what outcome is being sought.*
- c) If early resolution is not possible then the grievance should be referred next to the Deputy Principal/Senior Teacher for advice and resolution.*
- d) Should no resolution still be achieved then the grievance is referred to the Principal.*
- e) The Principal will require complete documentation of all grievances and the actions taken so far to resolve the issue, with any requests and/or recommendations already attempted in finding a resolution.*
- f) Should the Principal find there is still an issue to be resolved s/he may consult senior management of Hargy Oil Palms Ltd. for advice and guidance.*
- g) In cases where there is a suspected breach of the law, the issue will be immediately referred to senior management of HOPL for resolution.*

Procedures



Please note that it is strictly against this policy for parents to approach another child or family to resolve problems independently of the class teacher.

Confidentiality

All parties to a grievance are requested to respect confidentiality in dealing with issues of concern and to therefore refrain from discussing issues of concern with other members of the school community until the matter has been resolved.

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