

GRIEVANCE POLICY FOR LEARNERS AND PARENTS
LORETO CONVENT SCHOOL
REVISED FEBRUARY 2021



PREAMBLE

Loreto Convent School has a responsibility to ensure that our school environment is a happy, welcoming, inclusive one where everyone can feel accepted and valued, and where parents are satisfied with the level of service, supervision, care, and quality of education that their children receive.

In any normal relationship, of course, there are times when people must raise problems or complaints. Very often, such problems are minor and are resolved informally, but sometimes there are occasions when a parent or learner is required to submit a formal grievance. The School welcomes all feedback - both positive and negative - and we urge parents and learners to make use of the procedures set out in this policy to ensure that a fair, speedy and efficient process of resolution can be undertaken.

This policy sets out the ways in which we as a school community will respond and resolve complaints.

PROCESSES AND PROCEDURES

In the Primary School, all grievances that any learner may have, must be lodged by the learners' parent(s). Learners in the High School may lodge a grievance directly following the steps set out below.

The correct procedure to follow is as follows:

The matter must first be raised with the learner's class teacher, where appropriate. Under no circumstances may a parent contact another parent or approach a learner directly, in the event of a grievance.

Should the issues still be unresolved, and the amicable resolution of a learner's grievance submitted by the parent or learner no longer be possible, the following formal procedure is recommended:

1. Complete the grievance document below, in order to facilitate further action on the part of the school. The parent or learner should complete the sections of the Grievance Form, that requests a range of information, that will enable the school to follow up on the grievance and investigate thoroughly. Please, therefore, provide as much detail as possible, attaching any relevant documentation or other evidence where necessary.
2. Submit the document and/or evidence to the Principal as soon as possible.
(principal@loreto.co.za)



3. Make yourself available for an enquiry into the complaint, or meeting, with a member of the management of the school or the Principal, who will contact you directly to make these arrangements.
4. The Principal will then initiate a further investigation of the parent's grievance, and take the appropriate steps to attempt to resolve the grievance, in the best interests of the school and all the parties involved wherever possible. (The school will always aim to resolve any grievances within 7 working days, depending on the complexity of the situation).
5. Failing to resolve the matter, the grievance will then be referred to the Board of Governors.
6. Should the complaint prove to be intractable, please consider your right to remove your child from the school in the best interest of your child, and the school community. This action, however, will in no way negate your obligations in terms of the Contract of Enrolment.

In the unlikely event that the breakdown in the relationship between the school and parents (or the learner) be considered to be irreparable, or should the school and the parents be unable to agree on a positive way forward to resolve the impasse, the Board of Governors may need to consider instituting cautionary measures against the parents and/or even revoking the Contract of Enrolment.

Please note that it is the sincere intention of the management of the school to take all grievances seriously, to investigate them fully and to resolve them as quickly as possible in the interests of the learners and family affected, and of the school community itself.

The school would, however, like to make it very clear, that the we WILL NOT entertain any anonymous messages or letters or threats by any persons unknown. Any grievance must be addressed in the appropriate, above-mentioned process in a responsible, transparent manner so that effective resolution can take place.


The school is very aware that often parents and learners are reluctant to identify themselves, for fear of being victimised. We would like to reassure our school community that we are committed to restorative justice, dignity of all parties concerned and fair procedures. The school has a support team (social worker and psychologist) that is always available, so that guidance, assistance and emotional support can be provided to any parties involved whenever it is needed. All matters are always handled in the strictest confidentiality.

The school would also like to appeal to parents submitting the grievance, to be realistic in their expectations, in terms of how the grievance could be resolved considering the school's obligation to not only fulfil its duty to parents and learners, but also to resolve any conflict / grievances within the scope and parameters of all the legislation and policies regulating the operations of the school.

When addressing the grievance in your written submission, please try at all times to define the grievance (in specific terms). Try to restrict your comments to the issues and facts involved. Detail the incidents relating to the grievance (specify the names of staff/learners involved in the incidents, and the dates of specific incidents, if such incidents leading up to the grievance spanned a period of time). Detail any previous actions taken by you to resolve the problems leading up to the grievance. Name any members of staff you may have approached and the time-frame when this happened. Please also try to remain calm and factual when dealing with any grievance - this allows the process to flow without unnecessary conflict arising that might negatively affect the parties involved.

All policies will be reviewed regularly and will be made available to parents and learners at the School if required, as well as on the website. (www.loreto.co.za)

Policy Approved and Signed Off on this 1st day of February 2021.

Signed:	
Name:	Dr Izimangaliso Malatjie Chairperson (Board of Governors) Loreto Convent School