



LE FEVRE HIGH SCHOOL



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P A R E N T / C A R E G I V E R G R I E V A N C E P R O C E D U R E

Our reason for documenting a Parent/Caregiver Grievance Procedure is to keep communication between members of our school community as open as possible and to ensure there are appropriate channels to air grievances.

From time to time parents of Le Fevre High School students have concerns that need to be addressed and by following stated guidelines (that are known to parents and staff), specific issues can be identified and managed quickly and to the satisfaction of all involved. This is certainly our goal.

Parents/Caregivers play an important part in the support network for the students.

All personal matters should be raised directly with the school through the Subject Teacher, Care Group Teacher, Student Counsellors, Coordinator, Assistant Principal, or Principal, in a confidential manner.

Please follow the steps outlined below when you have a grievance that needs to be raised:

1. Contact the teacher directly involved by phone or make an appointment when the teacher is available and can give you his/her full attention, *generally before or after school*.
2. If the issue is not resolved, make an appointment with the Year Level Coordinator, Curriculum Coordinator, Assistant Principal, or Principal (Ph: 8449 7004). Let them know what issues you want to raise so they are informed before meeting with you.
3. Meet with the Year Level Coordinator, Curriculum Coordinator, Assistant Principal, or Principal.
4. This would be followed up with a phone call at later times to monitor the situation.
5. It may also lead to further discussion between Parents, Teacher and Principal/ Assistant Principal. It may lead to involvement of other support services, eg. Student Counsellors, Community Support Agencies, Education Department Support Agencies.
6. If you still feel dissatisfied, phone or write to the Principal again to air the concerns. The Principal will then follow up until the issue is resolved.
7. If after Steps 1 – 6 have been followed and parents still feel dissatisfied, approach the Education Director for the Le Fevre Peninsula partnership, Ms Deb Graham (Ph: 8416 7300).