

# Parent Grievance Policy

## Vision Statement:

The purpose of Pacific Hills Christian School is to provide a Christian educational community as a centre of teaching and learning excellence, founded on Biblically-based beliefs, values and behaviour.

## Rationale:

Pacific Hills Christian School recognizes the fundamental responsibility of parents in the education of their children and seeks to realize opportunities for parents to fulfill this responsibility. It therefore strives to develop a productive and effective relationship with parents and their children who are students of the school. The School recognizes that, in that relationship, it offers a particular knowledge base, skill set and background experiences and the parents bring other elements that are of equal value. In addition the School recognizes the uniqueness of each individual that is part of the community and strives to accommodate the needs of that individual as fully as its resources allow. Open dialogue and a measure of accountability are both important in making this Parent-School partnership valid and workable.

## Values and Mission Goals:

### *In personal Christian life:*

(c) and (e) – The policy sets affirms the Schools commitment to foster and facilitate positive and productive relationships between Staff and Families.

### *In the process of Christian education:*

(c) – The Policy has as its goal the realistic provision of appropriate programs and maintenance of acceptable standards of behaviour for all students.

### *In Christian community life:*

(a), (b), (c) and (f) – The policy purports to be just and fair and is an expression of the Schools commitment to be a listening community.

### *In striving for excellence:*

(b) and (c) – The policy requires that all staff strive for excellence in the setting of appropriate standards for students and themselves.

## Policy:

The School recognizes the responsibility of every parent to seek information about and clarification of all circumstances relating to the education of their children but also assumes the responsibility of providing a safe workplace, physically and emotionally, for its staff.

## Related Policies:

- Excellence
- Communication
- Teaching and Learning

## Principles:

- Resolution of issues of concern and preservation of relationship should be the intent of all communication regarding a concern of a parent.

- Concerns of parents should be communicated to the school according to the accompanying procedures. Guidelines have been set in place to protect both staff and parents from unnecessarily escalating issues of concern whilst ensuring that matters of concern for a parent are heard openly and responded to appropriately.
- When processing any Parent Grievance all parties are to show the utmost respect for the privacy of students, parents and staff. No other communication about the matter should be entered into by anyone involved.
- All communication by staff and by parents should conform to the Communication Policy of the school and be characterized by courtesy and respect.
- Staff are designated with hierarchical responsibility for resolving parental grievances in a manner that is in keeping with School policy and procedure.
- All issues of parent grievance should be resolved at the lowest level of hierarchical responsibility as is possible to the mutual satisfaction of the School and the parents.
- A record of communication should be kept for all formal interviews.
- A formal written communication of the resolution of the grievance should be distributed to those involved in the process.