

# GRIEVANCE POLICY



**Stirling East  
Primary School**

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As parents we all want the very best for our children, essentially we all want our children to be successful and happy – and to feel secure in all aspects of their lives.

During their school years the home and school occupy the greatest part of their time – and carry the greatest influence on their development into adulthood. Obviously, the more harmony there is between home and school, the greater will be the chances of achievement and fulfilment.

At our school we acknowledge that families may have concerns about their child's education. Issues or concerns that you have regarding your child's education are most effectively dealt with if they are raised in the following ways.

Any concerns regarding your child should be addressed to the class teacher in the first instance. In most cases concerns can be resolved by articulating the issue and working with the class teacher to find a mutually appropriate solution. Should you feel that your concerns have not been addressed adequately, you may choose to make an appointment to see a member of the leadership team. The front office will assist you with the best person to speak to.

### ***The following guidelines may assist you:***

1. Make an appointment to talk to the classroom teacher (this makes the most productive use of the time available – when the teacher is free to give you their full attention).
2. If you consider that the issue you have raised is still unresolved, you might require a follow up meeting with the class teacher. Failing this you can make an appointment with the leadership team.
3. Discuss the issue with the leadership team, understanding that complex solutions can require multiple steps and conversations to resolve.
4. If the problem is not resolved or you are dissatisfied with the resolution, phone or email the Principal.
5. If, after steps 1 to 4, you are still dissatisfied, you may contact the 'Complaints' section for the Department for Education. The link is available [on our website](#).

A positive relationship between school and home is essential for your child's wellbeing and learning. As a school we are committed to ensure children feel safe and supported when at school and encourage open dialogue if any challenges arise.

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