



AIRDAL PRIMARY SCHOOL

Grievance Procedures

Airdale Primary School supports the right of any member of its community, who believes the school behaviour code is not being supportive or enforced appropriately, to have their grievance addressed.

The procedure to be followed in addressing situations such as these is, in the first instance, to approach the person with whom you have the grievance. If, however, you feel you are unable to do this the following is a set of guidelines you may wish to consider.

Students

- Arrange a time to speak to the teacher / SSO.
- Let the teacher / SSO know what you consider to be unjust or unfair and listen carefully to their response.
- If you feel the issue has not been addressed, let the teacher / SSO know you will be speaking to someone else.
- Arrange a time to speak to someone in the school leadership team, eg Principal, Deputy Principal or Counsellor.

Parents

- Arrange a time to speak to the staff member involved.
- Let them know what you consider to be unjust or unfair and listen respectfully to their response.
- If you feel the issue has not been sufficiently addressed, let them know you will be speaking to someone else.
- Arrange a time to speak to someone in the school leadership team, eg Principal, Deputy Principal or Counsellor.
- If you are still dissatisfied, approach the Education Director or their executive assistant who will try to assist you with resolving the situation.
- If you are not happy with the resolution, you may wish to contact the Customer Feedback Unit on 1800 677 435 for advice.

Staff

- Arrange a time to speak to the staff member involved.
- Let them know what you consider to be unjust or unfair and listen respectfully to their response.
- If you feel the issue has not been sufficiently addressed, let them know you will be speaking to someone else.
- Arrange a time to speak to their Line Manager about the issue.
- If you are still dissatisfied approach the next level of leadership. This could be the Principal or the Education Director, who will then try to assist you with resolving the situation.
- If you are not happy with the final resolution, you may wish to contact the Customer Feedback Unit on 1800 677 435 for advice.

It is important that grievances are kept confidential, so that unbiased information regarding the issue can be sought.

Related Policies

DfE Complaint Management Procedure
DfE Employee Complaints Procedure

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