

## 1. INTRODUCTION

The Queens Park Schools Policy for the resolution of grievances between parents/guardians and school staff members was developed based on the recommendations within “Building and Protecting Relationships with Parents”. We commit to applying principals of good practice, policy, and process in building and maintaining relationships with the parents of our learners. This policy outlines the formal and informal procedures put in place to address issues that may arise relating to the function of the school.

## 2. INFORMAL RESOLUTION

Where issues, such as miscommunication or minor irritations, have been raised and require a solution but do not appear to have potentially serious consequences, informal resolution is recommended:

2.1. All parties involved should speak to one another with the purpose of finding an amicable, mutually acceptable solution to the problem.

2.2. Detailed notes should be made during meetings or phone calls. Parents should be informed about the outcome of the meeting and any agreed-upon next steps. Where issues cannot be resolved informally, formal resolution involving the school’s Principal or School Operations Manager – depending on the nature of the issue – should take place.

## 3. FORMAL RESOLUTION: CONCILIATION

Where issues cannot be solved by means of the informal resolution process, a formal resolution through conciliation is recommended:

3.1. The complaint should be submitted via e-mail to the staff member in question and the Principal or School Operations Manager of the school, depending on the nature of the complaint. This complaint should include the date of occurrence, the people involved, the concern, as well as a statement of action taken to resolve the grievance informally, previously.

3.2. The Principal or School Operations Manager should investigate the complaint, including interviewing the involved parent and staff. In the case that the Principal or School Operations Manager is the subject of the complaint, a fellow school leader should lead the investigation.

3.3. A meeting should be convened by the investigator with the complaining party to communicate the outcome of the investigation and any agreed-upon next steps.

3.4. Detailed notes should be made during the meeting, and parents should be written to following the meeting to confirm the details of the meeting and any agreed-upon next steps. Where issues cannot be solved through conciliation, a formal hearing should take place.

#### **4. FORMAL RESOLUTION: HEARING**

Where issues cannot be solved by means of the conciliation process, a formal resolution through a hearing is recommended:

4.1. Evidence of previous attempts to informally resolve or resolve via conciliation must be documented before a hearing can be called.

4.2. The hearing will be conducted including an impartial chair, who may be appointed from outside Queens Park Schools, as well as the complainant, accused member of staff, and any relevant witnesses. The chair cannot have been involved with previous attempts to resolve this grievance.

4.3. Any person called to the hearing is guaranteed a fair hearing and protected according to the Bill of Rights, and is thus entitled to question witnesses or statements made at the hearing. In the case of a minor, a parent or other nominated adult should be present.

4.4. Legal representation of Queens Park Schools or the parent should not be present in this hearing. However, both parties can consult with their advisors before and after any meeting or hearing.

4.5. If the written warning is unsuccessful to bring about cessation of the negative behaviour, similar to that described in the section above, cancellation of the parent's contract and the enrolment of the parent's child at Queens Park Schools will take effect.

4.6. The implementation of this policy is the responsibility of the Academic Team, the School Operations Team, and the Human Resources Department of Queens Park Schools.

**Policy updated on 20.02.2020**

