

# KINGSGATE SCHOOL

*To Know - To Love - To Serve*

## PROCEDURE FOR PARENT CONCERNS/COMPLAINTS REGARDING CLASSROOM ISSUES

Notes : This process **must** be adhered to. If a parent/ caregiver purposefully or inadvertently misses a step within the process the Principal or Board Chair will not take the matter any further but will direct the parent back to this procedure. Only if this procedure is followed correctly will an issue be able to be dealt with in the appropriate way and in accordance with KingsGate School Policy.

Issue identified by Parent



### FIRST CONTACT

The parent contacts the classroom teacher advising the teacher of the nature of the complaint. A time is mutually agreed for a meeting to discuss the issue further.



### MEETING 1

The parent and teacher discuss the issue. The outcome of the meeting 1 will include

- A plan that is designed to rectify the issue. (The plan must contain both classroom and home pathways for the resolution of the issue).
- A time frame the states when the parent and teacher will meet again to discuss the success of the plan. This must be of such a length that that the plan can be effectively implemented by the teacher in the classroom and parent at home.



### MEETING 2

The parent and teacher will meet at the previously mutually agreed time and will discuss the effectiveness of the plan.

The parent and teacher have 3 options at this point



### ISSUE RESOLVED

Plan can be removed but home and school will still carefully monitor the situation.

### PLAN EXTENSION

After discussion, both parties may agree that the plan

- requires more time to be effective in which case an extension of the plan will be agreed to with a review date being set.
- requires small changes to be more successful in which case the changes shall be noted, an extension given and a review date set



### PRINCIPAL THIRD PARTY INVOLVEMENT

If the issue remains unresolved and considered changes to the plan for better effectiveness cannot be mutually agreed upon by the teacher or parent then the Principal will be notified and incorporated into the resolution process. The Principal, in conjunction with the parent and teacher, will discuss and agree upon...

- A plan that addresses alternative or modified strategies both at home and school for the resolution of the issue.
- A time frame the states when the parent, teacher and Principal will meet again to discuss the success of the plan. This must be of such a length that the plan can be effectively implemented.



### PLAN EXTENSION REVIEW

The parent and teacher will meet at the previously mutually agreed time and will discuss the effectiveness of the plan  
The parent and teacher have 2 options at this point

↓ OR →

### PLAN EVALUATION

The parent, teacher and principal will meet at the previously mutually agreed time and will discuss the effectiveness of the plan

The parent and principal have 2 options at this point

← OR ↓

### ISSUE RESOLVED

Plan can be removed but home and school will still carefully monitor the situation.

### PRINCIPAL PLAN

If the issue remains unresolved after the timeframe allocated the responsibility of resolving the issue will lie solely with the Principal as lead educator of the school. The principal will continue to consult with the teacher and parent but on a separate basis. A final plan will be communicated to each party and a time given for the plan to be implemented.

Parent, teacher and principal will meet at the agreed time and evaluate the result of this plan

The parent and principal have 2 options at this point

← OR ↓

### BOARD NOTIFICATION

If the issue remains unresolved at this point the Board will be notified in writing by both the principal and parent. The Board will then follow their own policy and procedures in regard to rectifying the issue. The Board will communicate with all parties through this process.