 Unicorn Preparatory School	UNICORN PREPARATORY SCHOOL	Policy No
	Section (2) Management Matters Parental Grievance Procedure	2.18

GRIEVANCE PROCEDURE FOR PARENTS

It is always difficult to find amicable solutions to problems when emotions are running high. It is suggested that all problems are given a 24-hour cooling off period, and should the problem still be relevant that the procedures below be followed.

The basic structure for grievances to be dealt with is as such:




The premise is that if the parent isn't satisfied with the outcome at the first stage then the problem may be escalated to the next.

Should communication have broken down, and the amicable resolution of a parent's grievance no longer be possible, the following formal procedure is recommended for parents to follow.

Introduction

1. Complete the grievance document below in order to facilitate further action on the part of the school.
2. Submit the document to the party concerned and to the Head as soon as possible, preferably within 7 days of the issue giving rise to the grievance.
3. Make yourself available for an enquiry into the complaint, or a meeting with a member of the management of the school or the Head.
4. Should the complaint prove to be intractable, reserve your right to remove your child from the school – in the best interests of your child and the school.

Revised by	Revision Date	Approved / Ratified by	Signature	Date
I Houston	19-07-2019	Management Team		24-07-2019