



The Eden SDA School

Pupil/Parent Grievance procedure

Purpose:	To inform all concerned of what steps should be taken in the case of a disagreement between a pupil or parent and an employee of the Eden School.
Approval Body:	Board of Governors
SLT Lead Person:	Mrs Laura Osei
Lead Governor for Policy:	Gina Abbequaye
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Last review Date:	July 2020
Next Review Date:	July 2021

In the case of a disagreement, between a pupil or parents of the Eden School and an employee the following stapes should be followed:

1. Pupil

- (a) If a pupil feel he/she has received unfair treatment from an employee of The Eden School, contact should first be made with Head Teacher who should encourage the individual to resolves the issue with the employee concerned.
- (b) If this fails, the pupil should speak to the teacher (usually Form Teacher) most directly concerned with his /her welfare and ask for counsel.
- (c) If the situation still remains unresolved to the satisfaction of the pupil, or if they teach feels unable to deal with the situation, the pupil's final appeal is to the Head Teacher of the school. Access to the Education Department and Board of Governors should be made by appeal of the parents only.

2. Parents

- (a) If a parent feels aggrieved by the actions of the school, contact should be first be made with the Head Teacher who should encourage the individual to resolve the issues with the employee concerned.
- (b) If the parent still is not satisfied, the individual should meet with the Head Teacher, who may chose to o speak to both individually. The Head Teacher should at this point hear from all persons involved in the dispute before coming to a conclusion. He /She should confer more widely if there is a need (church pastor, Education Director, etc).
- (c) The parent's next appeal would be to the Education Director of the employing organisation, who would seek to act in a similar way to (b) above.
- (d) The final appeal would be to the Board of Governors. Normally the aggrieved parent would have the right to speak to the board directly, or in writing. The decision of the Board will be final.