1. **Principles and Spiritual Context**

At times issues and concerns come up regarding your child’s education. Issues are a reflection of the reality of sin and our inability to live in perfect harmony with one another. These issues and concerns are important to us and need to be addressed, the goal being a positive resolution for all, for the benefit of the student. This policy is aimed at dealing with issues and concerns in a way that respects the rights of all parties involved in the grievance process and reflects our Christian faith.

Lutheran schools are Christ-centred. Individuals should feel safe to express their points of view openly, honestly, constructively and in a spirit of love. St Paul’s analogy of the church as a human body (1 Corinthians 12: 12-27) serves well as a picture of all members actively working together for the common good.

Issues that may arise may be from an educational, behavioural, environmental or administrative perspective. Below are a set of procedures to work through in unresolved situations or where an action or decision is considered to be unfair or inappropriate. Based on God’s grace and forgiveness, and with the guidance of the Holy Spirit, we strive to reconcile differences and resolve conflict amicably.

All issues and concerns should be discussed with the school through the class teacher or Principal in a confidential manner.

2. **Procedure**

The following guidelines will assist if you have a concern:

2.1 The preferable first action is to make an appointment to talk to the relevant person, which in most instances is the class teacher. Make sure you have the relevant facts and keep an open mind. When making the appointment let the person know what subject you wish to discuss, as this will facilitate the process. This also makes for the most effective use of time as the person is free to give you their whole attention with their facts at hand. This meeting will aim for resolution, and you may wish to communicate further to discuss the impact or results of the resolution. If you
consider that the issue you have is still unresolved, it is important that you state this clearly to the person at the conclusion of the meeting(s).

2.2 If the issues are unresolved make an appointment to see the Principal or their delegated authority. Let them know the issue you wish to discuss, as this will again facilitate the process.

2.3 Meet with the Principal or their delegated authority. It will be expected by the Principal that Step 1 has already taken place. Results of this meeting may include the following:
   - The situation is monitored
   - Further discussion with the people involved (e.g., Principal, teacher, parent(s))
   - Outside support for the family or child may be sought (e.g., specialist help)

2.4 If you are still dissatisfied with the outcome of the meeting, phone or write to the Principal again to air your continued concerns. If the school does not receive further information after the above meeting (Step 2.3) it is reasonable for the school to consider the issue resolved.

2.5 If, after completing Steps 1 to 4 you are still dissatisfied, inform the Chairperson of the School Council in writing, who will work to try to resolve the situation. The expectation of the School Council Chairperson is that Steps 1 to 4 have already been followed.

3. **Trust and Confidentiality**

   Grievances are best dealt with when there is a high level of confidentiality and trust between the parties involved. Criticism of the teacher and/or school in front of the child or in the wider community does not support the child’s education as it undermines trust and confidence and could adversely affect the resolution of the grievance.

   The welfare of the student should be the paramount concern throughout the entire grievance process.