At Riverdale R - 7 School we believe a strong partnership between parents and staff promotes a positive learning environment for our students. As partners in your child's education we appreciate the in-depth knowledge of your children that you provide to us.

At times issues or concerns may arise regarding your child's education that you wish to bring to the attention of staff. These are most effectively dealt with if they are raised in the following ways.

*All personal matters regarding student, parents or staff relationships should be raised directly with the school through the home group teacher or Leadership in a confidential manner.

*General school matters, such as the timing of events, comments about school policies etc., are most appropriately raised with Governing Council, Staff or Leadership.

*Approaches to staff need to be managed in a calm, controlled manner. Staff will not continue conversations with parents who are shouting or swearing.

The following guidelines may assist if you have a concern:-

1. **Make an appointment to talk to the teacher(s) concerned and raise issues as clearly as possible.**

   Work towards positive solutions, listen to each other and be specific about changes you would like to occur. Establish a timeline or review date to give feedback about changes. If you consider that the issue you have raised is still unresolved it is important to state this to the teacher at the conclusion of the meeting.

2. **Schedule a further meeting or arrange a meeting with Leadership and teacher.** Let them know what you wish to discuss as this will facilitate the process. Results of this meeting may include the following:-
   - the situation is monitored and a review date established
   - further discussions are arranged
   - outside support for the student, school or family may be sought (District personnel such as guidance officers, behaviour support officers or ISBM; CAMHS etc)

3. **If you are unhappy with the outcome of this meeting, please phone or write to the Leadership again to air your concerns or ask to be updated on what has occurred.** If the school does not receive further information after this meeting, it is reasonable for the issue to be considered resolved.

4. **If you are still concerned please approach the District Director who will try to resolve the situation further and will expect that the above steps have been followed.** It is important that grievances are resolved promptly within the school and confidentiality is maintained. If you wish to seek support from friends or an advocate please do so wisely.

   If the matter is discussed in student's hearing, it is important that the student understands you have confidence the issue will be resolved positively and confidentially at school. It is vital to your child's learning to see that the relationships between home and school are constructive and supportive of each other.

   Please make sure that your child knows they may seek support at any time. Class meetings, talks with staff and the school's grievance procedures are in place to help students resolve problems.

   We believe this procedure will assist in maintaining a strong partnership between parents and staff and will ensure a positive working and learning environment for students.