



Grievance Policy

Southside Montessori School is based on Montessori philosophy which develops an atmosphere of mutual acceptance, respect and support between staff, children and parents.

Grievances may arise from time to time and it is important that they are addressed and not ignored. An unexpressed or unresolved grievance may escalate unnecessarily. To ensure that problems are addressed, the following policy has been set:

1. Parents have ultimate responsibility for their children. It is therefore their right to question, understand and be clear about any school issue.
2. Parents have the right to reasonable consultation, arbitration or mediation.
3. The grievance Process sets out the steps to take, the time scales, and the documentation requirements for handling a grievance.
4. Parents are required to follow the grievance Process on any serious school related matter. If this Process is not followed within the time scale laid out, the issue will be considered to have lapsed.
5. Confidentiality of any issue raised will be respected at all times.

Grievance Process - Educational Matters

1. The parents are to discuss the matter as soon as possible with the child's teacher by scheduling an appointment through the Office. The parents or Teacher may request that a record of the interview be prepared by the Teacher and signed by both parties. Either party may request that the Principal be present.
2. If either party (parents or Teacher) is not satisfied with the outcome, the matter may be referred to the Principal within two weeks of the initial discussion, by way of a written submission outlining the problem and proposed solution.
3. The Principal will then mediate a discussion between the two parties. A record of the interview will be made and signed by all parties. This process may continue until a resolution is reached.
4. If either the parents, Teachers or the Principal is still not satisfied with the outcome, the dissatisfied party must make a written submission to the School Council within two weeks of the last mediation discussion. Council will appoint a Dispute Committee to investigate and make a report back to Council within two weeks. Council will then reach a final decision on the matter as soon as possible. Notification of Council's decision will be given in writing to the parents and the Principal within five working days of the Council decision.
5. Standard conditions for withdrawal of a child apply if at any time the parent(s) make that decision.

Grievance Process - Administrative Matters

1. The parents are to discuss the matter as soon as possible with the Principal by scheduling an

appointment through the Office. The parents or Principal may request that a record of the interview be prepared by the Principal and signed by both parties. Either party may request that a member of the School Board be present.

2. If the problem remains unresolved within 10 working days of the first discussion, the complainant should make a written report outlining the issue and any proposed solution, and forward it to the School Council. The issue will be raised at the first available School Board meeting. The complainant may be given the opportunity of presenting the complaint to the School Board at this meeting. .
3. If the issue cannot be resolved at that School Board meeting, the School Council will appoint a sub-committee to investigate the complaint. All parties will be consulted and the outcome reported at the next School Board meeting where a final decision will be made. Written notification from the School Board of the final decision will be made within five working days of the meeting.

Grievance Process - Teacher in Dispute with a Parent

1. The Teacher will discuss the matter with the parent by scheduling an appointment that is mutually convenient to both parties. The teacher or Parent may request that a record of the interview be prepared by the teacher and signed by both parties. Either parties may request that a member of the School Board or the Principal be present.
2. If either party (parents or Teacher) is not satisfied with the outcome, the matter may be referred to the Principal within two weeks of the initial discussion, by way of a written submission outlining the problem and proposed solution.
3. The Principal will then mediate a discussion between the two parties. A record of the interview will be made and signed by all parties. This process may continue until a resolution is reached.
4. If either the Teacher or the Principal is still not satisfied with the outcome, the dissatisfied party must make a written submission to the School Board within two weeks of the last mediation discussion. The School Board will appoint a Dispute Committee to investigate and make a report back to the Board within two weeks. The School Board will then reach a final decision on the matter as soon as possible. Notification of the decision will be given in Writing to the teacher and the Principal within five working days of the Council decision.
5. Standard conditions for withdrawal of a child apply if at any time the parent(s) take that decision.