



Primary School Policy Document: Grievance Procedure

SAHETI School strongly endorses an open-door policy and encourages its teachers, parents and learners to discuss any matter on condition that the appropriate grievance procedure is followed.

- The School has structures in place in order to deal with the matters in an efficient and professional manner. In order for the procedures to be followed in the best possible manner, it is in everyone's interest to be aware of the structures that are currently in place. No anonymous letters or anonymous telephonic conversations will be considered. In an era of transparency and accountability, it is in everyone's interest that we should avoid anonymity.

THE HEAD

Mrs A. Krystallidis

PRINCIPAL

Mrs Sophia Zachariou

PRINCIPAL OF GREEK STUDIES

Mrs Tonia Papazoglou-Krystallidis

VICE PRINCIPALS

Mr Golie Gouws (School Discipline and Head of Sport)

Mrs Maria Akakios (Academics; Curriculum Development and Assessment, Staff Talent and Appraisal Process)

GRADE CONTROLLERS FOR GREEK

Mrs Litsa Evangelou and Mrs Elfie Baltsoucos

HEAD OF DEPARTMENT: MUSIC AND CULTURAL CO-ORDINATOR

Ms Diana Cowen

PSYCHOLOGIST

Ms Stefanie Bove

GREEK FOLK DANCING

Mrs Stella Nestoridis

GREEK CLASSICAL DANCING

Mrs Rene Stoyiannos (Grades 1 – 3)

HEAD OF HOUSE

Artemis - Mrs Economou
 Apollo - Mrs Olivier
 Athena - Mrs Gonatas
 Hermes - Mrs Turner

HEAD COACHES OF:

Swimming	Cricket	
Netball	Athletic (boys)-	Mr Vermaak
Athletics (girls)		
Tennis - Mr Shaw	Soccer -	Mr Vermaak

GRADE CONTROLLERS

Grade 1 Mrs Kolatsis
 Grade 2 Mrs Cavallineas
 Grade 3 Mrs Zussa
 Grade 4 Ms Kaplan
 Grade 5 Mrs Diakoyannis
 Grade 6 Mrs Cotton
 Grade 7 Mrs Olivier

SUBJECT LEADERS

Numeracy	: Mrs Zussa
Literacy	: Mrs Nicolaou
Life Skills	: Mrs Cavallineas
Mathematics	: Mrs Zachariou
English	: Ms Schmidt
Afrikaans	: Mrs Olivier
Zulu	: Mrs Dubazana
Social Sciences	: Mrs Moldovanos
Life Orientation	: Ms Kaplan
Natural Sciences	: Mrs Economou
Music	: Ms Cowen
Technology	: Mrs Cotton
Art	: Mrs Cotton
Computer Studies	: Mrs Diakoyannis
Economic Management Sciences	: Mrs Gonatas
Speech, Drama & Communication	: Mrs Reynders (Gr 2 – Gr 7)
First Additional Languages	: Mrs Nicolaou (Gr1-Gr3) : Ms Schmidt (Gr 4-Gr 7)

MONITOR CO-ORDINATORS:

Mrs Olivier, Mr Gouws

ADMINISTRATION

Ms Schmidt (external)
 Mrs Diakoyannis (internal)
 Mrs Akakios (Subject Leaders)
 Mr Gouws (Grade Controllers)

HOMEWORK CENTRE CO-ORDINATOR:

Mrs Olivier

STAFF SUBSTITUTION PROGRAMME:

Mr D. Vermaak

CHES CO-ORDINATORS:

Mrs Hirshowitz and Mrs Olivier

ACADEMIC AND BEHAVIOUR GRIEVANCE

Should there be a grievance re: academics and/or behaviour, the following procedure needs to be followed:

1. Should a teacher have a concern about a learner, the issue is to be discussed with the Grade Controller. The Grade Controller will investigate the concern and provide a suitable outcome to resolve the concern.
2. Should a learner or parent have an academic concern then the learner or the parent should make an appointment to discuss the concern with the relevant teacher. If, however, the learner or parent feels that he/she cannot approach the teacher, they are to approach their Grade Controller. The Grade Controller will take the concern to the Subject Leader. The Subject Leader and/or the Grade Controller will inform the teacher and the concern will be addressed. The Grade Controller will then contact the learner and/or parent and inform them of the action taken and the action that will follow.
 - 2.1 If a parent wishes to discuss a concern with the School Psychologist, the School Psychologist will then act as an intermediary with the teacher, grade controller and any other concerned stakeholder.
3. Should the matter not be resolved, the learner/parent needs to make an appointment with the Vice Principal(s).
4. Should the matter still remain unresolved, the concern needs to be brought to the attention of the School Principal.
5. An appointment may be made with the Head, should the parent/learner/teacher still feel that the matter has not been fully resolved.

When a concern is brought to the attention of teacher/grade controller/subject leader/vice principal/principal, it will always be fully investigated. A written report on the investigation will be kept with the Grade Controller and a copy will be given to the Vice Principal(s) and the Principal(s). The Grade Controller will keep the parent/learner informed as to the action that will follow. The Grade Controller and Subject Leader will monitor the situation.

SPORT, MUSIC & CULTURE

1. Should a teacher/parent/learner have a concern about an activity during the sport skills programme or extra mural programme the concern is to be raised with the sport skills coach or the coach.
 - 1.1 If the concern is not resolved, it is to be directed to the Primary School Head of Sport.
 - 1.2 Finally, if it is felt that the issue has not been addressed successfully, an appointment with the Sport Director needs to be made.
2. Should a teacher/parent/learner have a concern about a cultural extra mural activity the concern needs to be addressed firstly with the cultural organizer.
 - 2.1 If the concern is unresolved, the concern must be taken to the Head of Department of Music and Cultural Co-ordinator.

- 2.2 Should the matter still remain unresolved an appointment with the Vice Principal: School Discipline and/or the Principal is to be made.
3. If a parent/child/learner feel that they have followed the grievance procedure and their concern has not been resolved, the Executive Head may be contacted about the matter. The Executive Head will conduct a further investigation in consultation with the necessary stakeholders.
4. **AWARDS: ACADEMIC, SPORT, CULTURAL, LEADERSHIP/SERVICE**
- 4.1 If the concern is an academic matter, the grievance procedure is as follows:
- | <u>Academic</u> | - | <u>Greek</u> |
|--------------------------------|---|-----------------------------------|
| ○ Class teacher | | Greek Subject Teacher |
| ○ Subject Leader | | Greek Grade Controller(s) - Greek |
| ○ Academic: Head of Department | | Principal of Greek Studies |
| ○ Vice Principal: Academics | | Executive Head |
| ○ Principal | | |
| ○ Executive Head | | |
- 4.2 If the concern is of a cultural/sport issue, the procedure is as follows:
- | <u>Cultural</u> | - | <u>Sport</u> |
|---|---|---------------------------|
| ○ Music Teacher | | Coach |
| ○ Head of Department: Music & Cultural Co-ordinator | | Head Coach |
| ○ Vice Principal: School Discipline | | Head of Department: Sport |
| ○ Principal | | Director of Sport |
| ○ Executive Head | | Principal |
- 4.3 **LEADERSHIP AWARDS**
- | | | |
|-----------------------------|---|--|
| ○ Vice Principal: Academics | - | <u>SERVICE AWARDS</u> |
| ○ Principal | | Grade 7 Grade Controller |
| ○ Executive Head | | Vice-Principals: School Discipline & Academics |
| | | Principal |
| | | Executive Head |
- 4.4 **INTER-HOUSE GALA AND INTER-HOUSE ATHLETICS**
- | <u>Swimming</u> | - | <u>Athletics</u> |
|-----------------------------|---|---------------------------|
| ○ Head Coach | | Head Coach Athletics |
| ○ Head of House | | Head of House |
| ○ Head of Department: Sport | | Head of Department: Sport |
| ○ Director of Sport | | Director of Sport |
| ○ Principal | | Principal |
| ○ Executive Head | | Executive Head |
- 4.5 **TENNIS, NETBALL, SOCCER**
- Head Coach: Soccer/Netball/Tennis
 - Head of Department: Sport
 - Director of Sport
 - Principal
 - Executive Head

5. DISCIPLINE/ACADEMICS

If the concern relates to an academic/discipline issue the procedure is as follows.

- Class Teacher (who will inform Grade Controller and Vice-Principal)(s)
The Vice-Principal(s) will investigate the matter and within **24 hours** report the procedure and outcome to be followed, to the following people:
 - Class Teacher
 - Grade Controller
 - Principal
 - Parents

If the concern is related to an incident in the Greek class the Principal of Greek Studies to be informed. Principal to report concern to Executive Head. All documentation is kept by the Principal of Greek Studies.

Where it is relevant and necessary the issue/concern/grievance will be discussed with the school's psychologist and or Safety & Risk Manager.
School discipline procedure is in line with the Code-of-Conduct and the sanctions there-in. The Code of Conduct and the Bullying Policy and Procedure is displayed in each classroom and on the school's web page.

Mrs Sophia Zachariou
Principal: Primary School

Mrs A. Krystallidis
Executive Head