SAHETI SCHOOL

Primary School Policy
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.

EXECUTIVE HEADMASTER
Mr Warwick Taylor

PRINCIPAL
Mrs Sophia Zachariou

PRINCIPAL OF GREEK STUDIES
Mrs Tonia Papazoglou-Krystallidis

VICE PRINCIPALS
Mr Brett Nicolson: Student Affairs and Sport
Mrs Maria Akakios: Academics

PHASE CONTROLLERS FOR GREEK
Mrs Litsa Evangelou: Gr 1 – Gr 3
Mrs Elfie Baltsoucos: Gr 4 – Gr 7

HEAD OF DEPARTMENT
Ms Diana Cowen: Music and Cultural
Mrs Debbie Kolatsis: Gr 1 – Gr 3
Mr Kaloudis Mitiloudis: Greek Gr 1 – Gr 7

PSYCHOLOGISTS
Ms Stefanie Bove: Gr 3 – Gr 7
Ms Athena Clayton: Gr 1 – Gr 2

GREEK FOLK DANCING
Mrs Stella Nestoridis

GREEK CLASSICAL DANCING
Mrs Rene Stoyiannos (Grades 1 – 3)

HEAD OF HOUSE
Artemis - Mrs Economou
Apollo - Mr Basson
Athena - Mrs Gonatas
Hermes - Mr Vermaak

GRADE CONTROLLERS

Grade 1 Ms Antunes
Grade 2 Mrs Cavallineas
Grade 3 Mrs Zussa
Grade 4 Ms Schmidt
Grade 5 Mrs Diakoyannis
Grade 6 Mr Basson
Grade 7 Ms Schmidt

GRADE 1-2 EXTRA MURAL SPORT ACTIVITIES

Mrs Stavrides

OUTREACH

Ms Resende
Ms Rossouw

MONITORS

Mr Nicolson

ADMINISTRATION

Mrs Diakoyannis (internal)

SUBJECT LEADERS

Mathematics :Ms Areff
English :Ms Christodoulou
Afrikaans :Mr Basson
Zulu :Mrs Dubazana
Social Sciences :Mrs Moldovanos
Life Orientation :Ms Christodoulou
Natural Sciences :Mrs Economou

Music :Ms Cowen
Technology (Gr 7) :Mrs Cotton
Art :Mrs Cotton

Information Technology :Mr Vermaak
Economic Management Sciences(Gr 7) :Mrs Gonatas

Speech, Drama & Communication(Gr 2-7) :Mrs Reynders

HOMEWORK CENTRE CO-ORDINATOR

Mrs Gonatas

CHESS CO-ORDINATORS

Mrs Hirshowitz and Mrs Bonte

STAFF SUBSTITUTION PROGRAMME:

Mr D. Vermaak

SPORTS CO-ORDINATORS:

Gr 1 – Gr 3: Mrs Stavrides
Gr 4 – Gr 7 (girls) Ms Forssman
Gr 1 – Gr 7 (boys): Mr Shaw

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 Vice-Primary of Student Affairs and Sport.
   - 1.2 Finally, if it is felt that the issue has not been addressed successfully, an appointment with the Principal 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 Culture.
   - 2.2 Should the matter still remain unresolved an appointment with the Vice Principal: Student Affairs 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 Principal may be contacted about the matter. The Principal will conduct a further investigation in consultation with the necessary stakeholders.

4. AWARDS: ACADEMIC, SPORT, CULTURAL, LEADERSHIP/SERVICE

   4.1 If the concern is of an academic matter, the grievance procedure is as follows:

Academic	Greek
o Class teacher	Greek Subject Teacher
o Subject Leader	Greek Grade Controller(s) – Greek
o H.O.D./Vice-Principal: Academics	Principal of Greek Studies
o Principal	
o Executive Head	

   4.2 If the concern is of a cultural/sport issue, the procedure is as follows:

Cultural	Sport
o Music Teacher	- Coach
o Head of Department: Music & Culture	- Sports Co-ordinator
o Vice-Principal: Student Affairs & Sport	- Vice-Principal: Student Affairs & Sport
o Principal	- Principal
o Executive Head	- Executive Head

   4.3

LEADERSHIP AWARDS	SERVICE AWARDS
o Vice Principal: Academics and the Vice-Principal: Student Affairs & Sport	- Grade 7 Grade Controller
o Principal	- Vice-Principals: Student Affairs & Sport and Vice-Principal of Academics
o Executive Head	- Principal
	- Executive Head

4.4 INTER-HOUSE GALA AND INTER-HOUSE ATHLETICS

Swimming	Athletics
o Head of House	- Head of House
o Sport's Co-ordinator	- Sport's Co-ordinator
o Vice-Principal: Student Affairs & Sport	- Vice-Principal: Student Affairs & Sport
o Principal	- Principal
o Executive Head	- Executive Head

5. DISCIPLINE

If the concern relates to a discipline issue the procedure is as follows.

- Class Teacher, will inform the Grade Controller and the Vice-Principal: Student Affairs & Sport, who will investigate the matter within the next 24 hours. The report back from the Vice-Principal: Student Affairs & Sport will be as follows:
    - Class Teacher
    - Grade Controller
    - Psychologist (where necessary and appropriate)
    - School Chaplain (where necessary and appropriate)
    - Principal
    - Parents

5.1 If the concern is related to an incident in the Greek class the Principal of Greek Studies is to be informed. Principal will discuss and liaise with the relevant Staff. All documentation is kept by the Principal of Greek Studies and copies given to the Vice-Principal: Student Affairs.

6. HEALTH & SAFETY

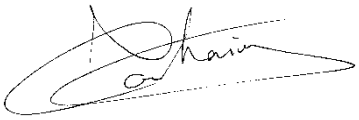
The grade controller will report a Health and Safety issue to the Health & Safety Manager and the Vice-Principal: Student Affairs & Sport.

6.1 Where it is relevant and necessary the issue/concern/grievance will then be discussed with the school's psychologist and the Principal.

CODE OF CONDUCT

7. Our school discipline procedure is in line with the Code-of-Conduct and the sanctions there-in.

The Code of Conduct and the Bullying Policy & Procedure is displayed in each classroom and on the school's web page.



Mrs Sophia Zachariou
Principal: Primary School

Mr Warwick Taylor
Executive Headmaster: SAHETI