



POLICY

Primary School Document: Grievance Procedure

SAHETI School strongly endorses an open-door policy and encourages its teachers, parents and pupils 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 way, it is in everyone's interest to be aware of the structures that are currently in place. In an era of transparency and accountability, **no anonymous letters or anonymous telephonic conversations will be considered.**

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

Mr Kaloudis Mitiloudis: Greek

HEAD OF DEPARTMENT

Ms Diana Cowen: Music and Cultural

Mrs Debbie Kolatsis: Gr 1 - Gr 3

Mrs Pam Lerm: Sport Gr 1 - Gr 7

PHASE CONTROLLERS FOR GREEK

Mrs Litsa Evangelou: Gr 1 - Gr 3

Mrs Elfie Baltsoucos: Gr 4 - Gr 7

PSYCHOLOGISTS

Ms Stefanie Bove: Gr 4 - Gr 7

Ms Athena Clayton: Gr 1 - Gr 3

GREEK FOLK DANCING

Mrs Stella Nestoridis

GREEK CLASSICAL DANCING

Mrs Rene Stoyiannos (Grades 1 - 3)

SPORTS CO- ORDINATOR

Gr 1 - Gr 7 (boys): Mr Shaw

HEAD OF HOUSE

Artemis - Mrs Economou

Apollo - Mr Basson

Athena - Mrs Gonatas

Hermes - Mr Vermaak

GRADE CONTROLLERS

Grade 1 - Ms Rossouw
 Grade 2 - Mrs Marrs
 Grade 3 - Mrs Ferreira
 Grade 4 - Mrs Olivier
 Grade 5 - Mrs Diakoyannis
 Grade 6 - Mr Basson
 Grade 7 - Ms Kaltwasser

SUBJECT LEADERS

Mathematics	:Ms Seland
English	:Mrs Kounnas
Afrikaans	:Mr Basson
isiZulu	:Mrs Dubazana
Social Sciences	:Mrs Moldovanos
Life Orientation	:Mrs Kounnas
Natural Sciences & Technology	:Mrs Economou
Music	:Ms Cowen
Art	:Ms Pitt
Computers	:Mr Vermaak
Economic Management Sciences(Gr 7)	:Mrs Gonatas
Speech, Drama & Communication(Gr 2-7)	:Mrs Moldovanos

MONITORS

Mr Nicolson

OUTREACH

Mrs Antunes
 Ms Vosloo

CHESS CO-ORDINATOR

Mrs Bonte

ADMINISTRATION

Mrs Diakoyannis (internal)

**HOMEWORK CENTRE
CO-ORDINATOR**

Mrs Gonatas

**SUBSTITUTION & PRIZE GIVING
POWER POINT**

Mr Vermaak

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 pupil, 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 pupil or parent have an academic concern then the pupil or the parent should make an appointment to discuss the concern with the relevant teacher. If, however, the pupil 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 H.O.D/Vice-Principal. The Grade Controller will then contact the pupil 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 pupil/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/pupil/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/pupil 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/pupil 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/pupil 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/pupil 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

- Class teacher
- Vice-Principal: Academics
- Principal
- Executive Head

Greek

- Greek Subject Teacher
- Vice-Principal: Greek
- Principal of Greek Studies
- Principal
- Executive Head

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

Cultural

- Head of Department: Music & Culture
- Principal
- Executive Head

Sport

- H.O.D: Sport
- Vice-Principal: Student Affairs & Sport
- Principal
- Executive Head

- 4.3 **Service and Leadership Awards**

- Vice-Principal: Student Affairs & Sport
- Principal
- Executive Head

Primary School Award

- Vice-Principal: Student Affairs & Sport
- Principal
- Executive Head

5. Discipline

- Class Teacher
- Grade Controller
- H.O.D: Gr 1 - Gr 3 / Vice-Principal of Student Affairs / Vice-Principal of Academics
- Principal
- Executive Head

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.

6. **HEALTH & SAFETY**

The grade controller will report a Health and Safety issue to the Health & Safety Manager.

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