PRINCIPLES AND SCRIPTURAL CONTEXT
Lutheran Schools are Christ-centred where individuals should feel safe to express their points of view openly, honestly, constructively and in the spirit of love. St Paul’s analogy of the church as a human body (1 Cor. 12:12-27) serves well as a picture of all members actively working together for the common good.

From time to time concerns regarding educational, behavioural or school environment issues may arise. For this reason Lobethal Lutheran School has developed a set of procedures to work through unresolved situations, or where an action or decision is considered to be unfair or inappropriate. This is the reality of sin and our inability to live in perfect harmony with one another. However, through God’s grace and forgiveness, and by the guidance of the Holy Spirit, we strive to reconcile differences and resolve conflict amicably.

Therefore it is important to us that issues or concerns that you, as parents and caregivers, may have regarding your child’s education are discussed and a positive resolution reached by all parties concerned.

All personal matters such as concerns regarding student, parent or staff relationships should be discussed directly with the school through the class teacher or Principal in a confidential manner.

PROCEDURE
The following guidelines may assist you if you have a concern.

1. **Talk to the relevant person by making an appointment.** In most circumstances this is the class teacher. Make sure you have all the relevant facts and keep an open mind. When making the appointment let the person know what subject you wish to discuss, as this will facilitate the process. This procedure makes the most productive use of the time available – as the person is free to give you their full attention. This meeting will aim for resolution and you may wish to communicate further to discuss the impact of the resolution. If you consider that the issue you have raised is still unresolved, it is important that you state this to the person at the conclusion of the meeting.

2. **Make an appointment with the Principal.** If the issues are not resolved, make an appointment with the Principal. Let them know what subject you wish to discuss, as this will facilitate the process.

3. **Meet with the Principal or the delegated authority.** Results of this meeting may include the following:
   - the situation is monitored
   - further discussions with the people involved (eg Principal and Teacher)
   - outside support for your child or family may be sought

4. **Phone or write to the Principal** if you are still dissatisfied with the outcome of the meeting. If the school does not receive further information it is reasonable for the issue to be considered resolved.

5. **Inform the Chairperson of School** in writing if you have followed steps 1 to 4 and are still dissatisfied. The Chairperson will try to resolve the situation. The expectation of the Chairperson of School Council will be that the above steps have been followed.

TRUST AND CONFIDENTIALITY
Grievances are best dealt with when there is a high level of confidentiality and trust between the parties involved. Criticism of the school or teacher does not support the child’s education as it undermines trust and confidence and could adversely affect the resolution of the grievance. The school can only deal with issues that are raised in the ways outlined above.