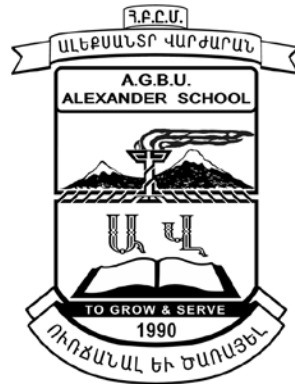


**ARMENIAN GENERAL BENEVOLENT UNION
ALEXANDER PRIMARY SCHOOL**



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***Complaints &
Grievances Resolution
Policy***

- Revised: 2005 -

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A.G.B.U. ALEXANDER PRIMARY SCHOOL

COMPLAINTS AND GRIEVANCES RESOLUTION POLICY

POLICY

AGBU Alexander Primary School promotes an open and effective complaints and grievances procedure to ensure that all complaints and concerns are handled promptly and in a manner which does not compromise the School Board, staff-members, parents or children. The procedures will incorporate, as appropriate, principles of procedural fairness.

All members of the School community should refrain from inflating issues by discussing them amongst others until the issues can be calmly addressed in the correct forum.

The Principal will, in all matters, maintain close communication with the School Board so that issues with a potential to cause complaints or grievances can be addressed early.

PROCEDURES

If a parent has a complaint concerning a teaching staff member:

1. They should, through the School Office, request a meeting with the teacher.
2. The teacher will set up a meeting at a mutually acceptable time.
3. If this fails after reminders, or the parent is not satisfied with the result following the meeting, parents should ask to meet with the Principal.
4. If this fails to occur after reminders or if the parent is not satisfied, they should set down the complaint, signed and in writing, and forward it to the School Board through the Office Administrator.
5. A decision will be made at School Board level to address the complaint
6. Decisions will be communicated to concerned parties in a timely fashion.
7. Teachers are not to be disrupted during teaching time or approached with complaints during class time. Quality of teaching must not be compromised in this manner.

If a parent has a complaint against another parent:

1. They should write and sign the complaint and forward it to the Principal.
2. The Principal will attempt to deal with it between the parents, or pass it on to the School Board for further decisions.
3. Communication will occur with the parties to settle the complaint.

If a parent has a complaint against the School Board:

1. They should write and sign the complaint and forward it through the Office Administrator to be taken to the next School Board meeting.
2. Communication of decisions will be made to the complaining party.