



Sathya Sai College

GRIEVANCE - GUIDELINE

What to do if you have a grievance

Step 1 – Initial action

Attempt direct resolution

You are encouraged if you can, to try to resolve the grievance directly with the person(s) involved. Sometimes people behave inappropriately without realising, or make decisions without considering the repercussions. Telling them of your concerns will give them a chance to stop or change what they are doing. *See Communication Between School and Parents.*

Seek Advice

Sathya Sai College has healthy open lines of communication. If you wish to seek advice, speak to a teacher, the Business Manager or the Principal.

Step 2 – Notification

If you are unable to resolve the matter, you should notify the Principal. If you cannot raise your grievance with the Principal, notify the Chair of the School Governing Board.