1. Aims

It is the aim of The King David School that the learning and working environment is positive and supportive for all members of the School community.

Therefore, The King David School is committed to ensuring that the process for dealing with parental concerns is transparent and assists in speedily resolving concerns.

All employees of the School are required to engage with parents/friends/clients of the School in a courteous and constructive manner at all times and have regard to any obligation of confidentiality.

2. Parent Process

The process for concerns which parents wish to raise is as follows:

- Parent speaks to the relevant specialist teacher or homeroom teacher. (Whenever possible, conversations with parents by telephone or in person should be conducted in the presence of a Year Level Coordinator (YLC) or the Head of School (HOS).
- If a parent is not satisfied with outcome of the discussion with above, s/he should be directed to approach the Year Level Coordinator or the Learning Area Leader (LAL).
- If a parent is not satisfied with outcome of discussion with above, s/he is directed to the Head of School.
- If a parent insists upon speaking with the Head of School, the relevant teaching staff member will be given the opportunity to brief the Head of School prior to the parent meeting.
- NB. Notes are to be taken in the meeting(s) by the KDS staff member, and copies given to the Year Level Coordinator and placed in the student’s file.
- If a parent wishes to progress this matter to the Principal, he/she will be asked to send a one paragraph statement about the matter he/she wishes to discuss to the Principal’s PA, so that an appropriate time can be made for them. On receipt of the email, the PA will call them to make a time. Owing to the time lag that will necessarily occur between the parent’s first demand and the conversation, there will be time to ask Heads of School to investigate the relevant concern.
3. **Teacher Process**

- Whoever is contacted by the parent must deal with the matter within 24 hours and not allow the matter to develop more fully.

- All teachers are required to inform the relevant Year Level Coordinator of any parent complaint on the day that it occurs. The Year Level Coordinator is to advise the Head of School.

- In the absence of the Year Level Coordinator or Head of School, another teacher should be present during a telephone conversation or interview between a parent and teacher.

- Notes must be taken of any discussion regarding a parental complaint, copied to the Year Level Coordinator, and filed in the Central Student File in the office.

4. **Resolution of Concern**

   At the conclusion of this process, a letter will be written to the concerned parent documenting the concerns expressed and actions taken.