

# PARENT / CAREGIVER GRIEVANCE PROCEDURE – SENIOR YEARS



The Nazareth we believe that issues, concerns and/or grievances can arise and must be managed/dealt with in a timely manner with procedures that are clearly communicated to the entire community. It is important that a time of reflection takes place and that grievances are treated with discretion kept confidential. It is essential that positive and respectful relationships are developed and maintained between staff members, students, parents and their families. The following flow chart will assist with resolving any issues, concerns and/or grievances.

## I have a concern / grievance about...

