



**THE LAWRENCE SCHOOL, LOVEDALE**  
**PARENT GRIEVANCE PROCEDURE**  
(With effect from January 1, 2018)

**STAGE 1 - INFORMAL STAGE**

We expect that most complaints, where a parent seeks intervention, reconsideration or some other action to be taken, can be resolved informally through dialogue with the concerned member of staff.

So as first step, to address your concerns, please contact (in person, email or phone) the following members of staff :

Academic Matters : Class Teacher

House matters (Health, Discipline etc) : HSMs

Administrative and Financial matters : Bursar

**STAGE 2 - FORMAL STAGE**

If for some reason you are not satisfied with the informal method, you can raise a formal complaint by sending an email/letter as below:

Academic Matters : DHM

[feedback\\_dhm@thelawrenceschool.org](mailto:feedback_dhm@thelawrenceschool.org)

House matters (Health, Discipline etc) : Respective MICs

[feedback\\_micps@thelawrenceschool.org](mailto:feedback_micps@thelawrenceschool.org), [feedback\\_micgs@thelawrenceschool.org](mailto:feedback_micgs@thelawrenceschool.org),  
[feedback\\_micjs@thelawrenceschool.org](mailto:feedback_micjs@thelawrenceschool.org), [feedback\\_dhm@thelawrenceschool.org](mailto:feedback_dhm@thelawrenceschool.org)

Administrative and Financial matters : Bursar

[feedback\\_bursar@thelawrenceschool.org](mailto:feedback_bursar@thelawrenceschool.org)

Your complaint will be acknowledged in writing normally within five working days of receipt during term time and as soon as practicable during the holidays. The acknowledgement will indicate the action that is being taken and the likely timeline for resolution.

**STAGE 3 - REFERENCE TO THE APPELLATE AUTHORITY**

If a parent is dissatisfied with the decision taken at STAGE 2, they can raise their concern to the HM in writing/email, who will be the Final Appellate Authority.

The Board of Governors will be kept informed by the HM of all issues reaching this level.

**Note:**

1. We request all parents to follow the above procedure for complaints and grievances instead of writing directly (in the very first instance) to the HM or Members of the Board. Following this procedure will ensure timely response from concerned staff members who are accountable for resolving the issue.

2. The school does not respond to comments/grievances/rumours posted on the social media. As a parent if you have any concerns please contact the school directly by following the above procedure.

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