

Guidelines regarding Interviews

1. Academic, extra mural or cultural activity issues should be discussed with the class teacher/coach as the first step in resolving matters of concern.
2. Should the matter not be resolved, the next step would be to set up an appointment with the HOD in charge of that phase/activity, through the office.
Please note that it is our policy that the educator/coach you initially approached, **has** to be present at such a meeting.
3. Should the matter still not be resolved, an appointment should be made with the Deputy Principal, the HOD and the educator/coach, through the office.
4. As a last resort, an appointment with the Principal and the above parties may be requested. However, should you not have followed the above steps; you will be referred back to the responsible member of staff. Please note that **all** the parties previously consulted, **have** to be present at this meeting. Under no circumstances will any of the parties previously consulted, be excluded from this meeting.
5. If the matter under discussion is still not resolved to your satisfaction, you may contact our Cluster Leader (Mr. Bongani Mngadi), at District Office D12 on (011) 831-5300. Please note that the Cluster leader will not entertain grievances that have not been taken through steps 1 – 4.
6. For any other matters you wish to discuss with the Principal, or any other member of staff, it is imperative that you contact Mrs. Manley to assist you in setting up an appointment – **kindly refrain from confronting educators in their classrooms, on the sports field, or on the corridors**. Please note that discussion of actions of members of staff will only be done in their presence.

Please remember: Your child's welfare and progress is our primary concern. Please follow our professional advice when it is given. Should we deem it necessary, we will refer you for professional advice outside the school environment, and together we will work towards a solution to the problem. At no stage need any of our learners or parents, who have voiced a problem/concern, be afraid that they will be victimised or discriminated against by any of the staff. It is imperative that we establish a working **partnership** in the interests of your child/ren.

SGB Chairperson

SGB Secretary