



**Sun Valley**  
Group of Schools



**Sunbird**  
Pre-Primary School



**Sun Valley**  
Primary School



**Silvermine**  
Academy

## COMPLAINTS, CONCERNS & ACCESS TO DIRECTORS' POLICY

### 1. Background

- 1.1 The Group of Schools comprising of Sunbird Pre-Primary, Sun Valley Primary School, Silvermine Academy—The High School, Silvermine Music Academy, Silvermine Sport Academy and Home Base has an enrolment of over 1200 students and 160 full-time and part-time staff.
- 1.2 In order to ensure that all students and parents have access to the services offered by Family Affairs in a large organisation, an ACCESS to DIRECTOR policy has been implemented.
- 1.3 The School Family Affairs Directorate is headed by the Senior Deputy Principal and is responsible for:
  - 1.3.1 Student Behaviour Management
  - 1.3.2 Student Behaviour Interventions (Executive Access and Reflections)
  - 1.3.3 Student Disciplinary Hearing. (Governors, Parents and Teachers Intervention to serious charges)
  - 1.3.4 Parental Complaints about Student/Teacher Behaviour
  - 1.3.6 Student Complaints about a Teacher
  - 1.3.7 RICK Forms (Recognition—Idea—Complaint—Knowledge)

### 2. Legislation

- 2.1 The Sun Valley Primary School Constitution

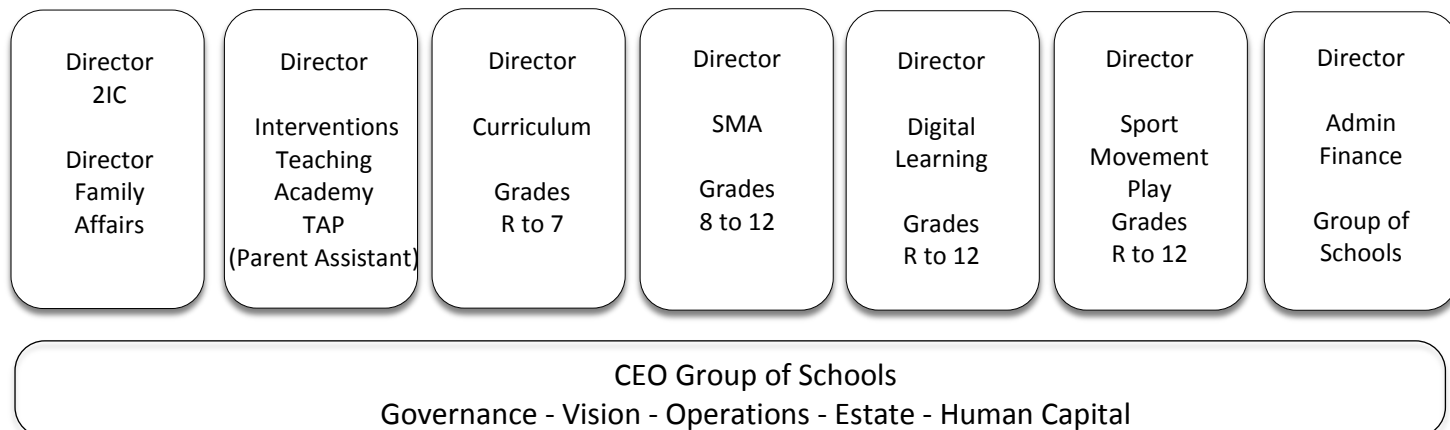
### 3. Access to the Director of Family Affairs

- 3.1 The Director of Family Affairs holds interviews to discuss issues with parents.
- 3.2 Interviews are by appointment only. The Director does not see angry parents/ neighbours on demand. No issue is solved when the brain is in REACTIVE mode. An interview is arranged where clear minds can REFLECT on the best solution.

### 4. Complaints

- 4.1 The Director of Family Affairs never sees an angry parent who is demanding a meeting without an appointment. Solutions cannot be found when adults are angry. The Reception staff will provide the complainant with a RICK Form. The RICK Form is logged with Reception and given a tracking number. An SMS is sent informing the Complainant that the Complaint has been logged.
- 4.2 The RICK Form is sent to the Director of Family Affairs and the complaint is addressed within two working days (48 hours). Serious cases are fast-tracked. The Director investigates and becomes acquainted with the case. The Director contacts the complainant telephonically or sets up a meeting to resolve the issue while implementing internal action.
- 4.3 The RICK forms are presented to the School Governing Body Family Affairs portfolio committee at the Quarterly (GENCO—General Committee) meeting. The Governors look for common threads and policy is often reviewed as a result of statistical data.
- 4.4 The Group CEO will not intervene and disempower the Director of Family Affairs. The Director may escalate the matter to the CEO if required. Many parents feel that the School Principal (Group CEO) must see them on demand. Demand meetings are not entertained in our Group of Schools.

4.5 The EXECUTIVE (EXCO) organogram of our Group is as follows:



CEO	Group	Gavin Keller
Director	Family Affairs	Debbie-Jayne Viljoen (Second in Command)
Director	Curriculum R-7	Vandra Norris
Director	Curriculum 8-12	Mandy Pistorius
Director	Interventions	Heather Keller
Director	Sport	Bradley Keller
Director	Digital Learning	Mat Philips
Director	Admin & Finance	Jayd MacDonald

BULLYING
Firstly: Class Teacher
Finally: Director Family Affairs
PROBLEM WITH DEAR
Firstly: Class Teacher
Secondly: Grade Head
Finally: Director Family Affairs
PROBLEM WITH TEACHER
Firstly: Grade Head
Secondly: Phase Head
Finally: Director Curriculum
MAKING A SUGGESTION
Firstly: Rick Form
Finally: Director Family Affairs
I HAVE A PROBLEM WITH RECEPTION
Firstly: RICK Form
Finally: Director Admin & Finance
I HAVE A PROBLEM MY CHILD'S LEARNING
Firstly: Class Teacher
Secondly: Grade Head
Finally: Director Interventions

PROBLEM INVOLVING SPORT
Firstly: Sports Coach
Secondly: HOD Sport
Finally: Director of Sport
PROBLEM IN THE CLASS
Firstly: Class Teacher
Secondly: Grade Head
Thirdly: Phase Head
Finally: Director Curriculum
PROBLEM WITH A SCHOOL POLICY
Firstly: RICK Form
Secondly: Director Family affairs
Finally: Governing Body
COMPLAINT ABOUT ANOTHER PARENT
Firstly: RICK Form
Finally: Director Family Affairs
I HAVE A NON-CLASS RELATED PROBLEM
Firstly: PA to the CEO
Finally: PA or CEO