



## **Communication Guidelines and Grievance Procedure for Parents and Guardians**

Imhoff Waldorf School relies on parent/guardian participation at all levels of the school's functioning. Your feedback and comments regarding any aspect of the school are welcomed.

These guidelines are designed to facilitate effective communication within the school and to help guide parents in the right direction – so you know who to talk to and how best to raise your concerns, make suggestions or simply ask a question.

The below is to help guide you on the correct procedures in communications:

1. If you have a concern about your child or class teacher, subject teacher or sports coach, begin by talking directly to the teacher or sports coach.

The best time to approach a teacher/coach is after school teaching hours, before 4pm, so as to not interfere with teaching time or when the teacher is busy with the children. Class teachers will let parents/guardians know at the start of the term how best to set up a meeting at a time that is convenient for you both.

2. If it is not possible to approach your class/the relevant teacher/coach directly with your concern, then you can approach the faculty chairperson, or administrator.

Chair of Early Childhood Faculty - Nan Raubenheimer – [nan@imhoffwaldorf.org](mailto:nan@imhoffwaldorf.org)

Chair of Primary School Faculty - Candice Plowden – [candice@imhoffwaldorf.org](mailto:candice@imhoffwaldorf.org)

Financial matters - Candi Lock [bursar@imhoffwaldorf.org](mailto:bursar@imhoffwaldorf.org)

Sports - Kyle van der Westhuizen [kylevanderwesthuizen1@gmail.com](mailto:kylevanderwesthuizen1@gmail.com)

Admissions - Cassandra Hunter [admin@imhoffwaldorf.org](mailto:admin@imhoffwaldorf.org) 021-7834237

3. If at any point you feel that your concern is not being addressed, please contact the College of Teachers on [cot@imhoffwaldorf.org](mailto:cot@imhoffwaldorf.org) or hand a letter in at the office. Submissions should be received by 15.00pm Wednesday afternoon to be included on the agenda of the weekly College meetings on Thursday.

4. Grievance procedure:

Grievances should be put into writing via an email to our Administration Manager, [administrator@imhoffwaldorf.org](mailto:administrator@imhoffwaldorf.org)

The Administrative Manager is the designated point person to receive a grievance and will channel it straight away to the relevant teacher, mandate group, Faculty, the College of Teachers or the Board of Managers, to be followed up and resolved as soon as possible. If preferred, you may call her first at the school on 021-7830090.

**Please send grievances or concerns through the right channels and avoid any other group, general mailing lists, social media and Whatsapp groups.**

All information needed for upcoming events is emailed in the end of week Update as well as on Whatsapp from the class rep forum. Please make an effort to read and diarise school events.

**Email communication is preferred but should you need to contact teachers, administrative or sport coaches on their cell phone:**

- Teachers are contactable after school, up to 16.00pm on weekdays.
- Over weekends or during school holidays please email all questions and queries to the relevant staff and they will respond when back at school
- Please contact the office if you need a message delivered to your child, 021-7834237.
- We prefer telephone calls rather than voice notes, please arrange a time for a call if a discussion is needed.

We thank you for following our guidelines, to have effective communication at our school.