

## Communication and Complaints Channels for Parents at the DSJ

At the DSJ, it is our policy that we **speak directly to the relevant person as soon as a problem arises** and try to solve problems informally when and where they occur. However, if this does not lead to a satisfactory solution, the following formal communication/complaints channels can be used.

### A. General Rules

1. **Unsubstantiated or anonymous complaints will not be attended to.**
2. Deviating from these established communication/complaints channels and rules will be allowed only in exceptional circumstances.
3. Parents and guardians should follow these prescribed communication/complaints channels closely and in sequence. If a level is skipped or taken out of sequence, you will be redirected to the correct level/sequence.
4. Learner-related matters or other complaints must be raised timeously, but no later than 30 days after the issue in question arises.
5. If no satisfactory solution can be reached, this is documented in writing and can then be escalated to the next level in the communication/complaints channel.
6. Escalating a matter to the next level in a communication/complaints channel must be done in writing, with a full explanation of the background and steps taken. **Matters which are not escalated in writing will not be attended to.**
7. Discussions with teachers are possible only outside of the relevant teacher's lesson times by appointment at both parties' convenience.
8. For matters of an **emotional or personal nature**, you can approach your child's class teacher directly.

### B. Communication/Complaints Channels for Learner-related Matters

#### In case of issues

affecting only your child during lessons, please contact, in sequence,	affecting the class during lessons, please contact, in sequence,
<ol style="list-style-type: none"> <li>1. the Subject Teacher</li> <li>2. the Class Teacher / Head of Department</li> <li>3. the Phase Coordinator</li> <li>4. senior School Management</li> <li>5. the Board</li> </ol>	<ol style="list-style-type: none"> <li>1. your Class Parent Representative</li> <li>2. the Subject Teacher</li> <li>3. the Class Teacher / Head of Department</li> <li>4. the Phase Coordinator</li> <li>5. senior School Management</li> <li>6. the Board</li> </ol>

*Grade 10-12 learners can use these same communication/complaints channels for learner-related matters by themselves, without involving their parents/guardians. Grade 5-12 learners can approach a Teacher of Trust in confidence with any difficulties they may be experiencing with other teachers. Two Teachers of Trust are elected by the school parliament every 2 years. Learners can find the contact details for the Teachers of Trust on the school's notice boards.*

### C. Communication/Complaints Channels for Administrative Matters

#### In case of issues

affecting only you or your child/ren, please contact, in sequence,	affecting multiple parents, children or classes, please contact, in sequence,
<ol style="list-style-type: none"> <li>1. the relevant Staff Member within Administration (<b>see *below</b>)</li> <li>2. Head of Department within Administration</li> <li>3. Head of Administration</li> <li>4. Principal</li> <li>5. Board</li> </ol>	<ol style="list-style-type: none"> <li>1. your Class Parent Representative</li> <li>2. Head of Department within Administration</li> <li>3. Head of Administration</li> <li>4. Principal</li> <li>5. Board</li> </ol>

### D. Special Communication/Complaints Channels

Complaints about the following persons **must be made in writing, directly to the specified contact person/s**. Oral, anonymous or unsubstantiated complaints will not be attended to.

Complaint regarding	Direct contact person/s
Class Parent Representative, or member of the PRC	Chairperson of the Parents Representative Council (PRC)
The chairperson or deputy chairperson of the PRC, or a member of the Board, or the Principal	Chairperson of the Board
The Chairperson of the Board	Deputy Chairperson of the Board and Principal

\* E-mail addresses for the relevant contact persons are provided in the brochures for the various school phases (Regenbogen-Kids, Grundschule, Orientierungsstufe, Mittelstufe, Kombi-Zweig, NSC) available on the “Engage” portal. Alternatively, e-mail addresses may be requested at [dsj@dsjmail.co.za](mailto:dsj@dsjmail.co.za)

By following these guidelines we can work together to ensure effective communication and timely resolution of problems. Should you need guidance on using these communication/complaints channels, you can approach your class parent representative or the PRC.

#### Suggestions

Suggestions are welcome and can be addressed to [dsj@dsjmail.co.za](mailto:dsj@dsjmail.co.za)