



# St Teresa's School

- Founded by the Sisters of Mercy in 1930 -

## Procedures and processes regarding School matters, the Board and engagement through the SMT.

The governance processes on policies and procedures which are in place at St Teresa's School are to protect the School's mission, values and goals for all stakeholders, including our parent community, learners, teachers, the School Management Team (SMT), the Sisters of Mercy (SOM) and the Board members.

This is to ensure that these procedures are always followed first to enable any school issues or concerns to reach the Board in the correct manner for due consideration.

The Board of Governors fully supports and respects the processes that need to be followed prior to any particular issue being placed formally on the agenda of a Board meeting, and thereafter, the Board will naturally engage fully on the issues raised on the agenda once the required steps as set out below have been followed:

1. For any concern/s regarding a learner, please make an appointment with the class teacher or Grade Head.

1.1 Should your aforesaid concern/s not be addressed to your satisfaction, please make an appointment with the relevant Principal.

1.2 Should your concern/s still not be addressed to your satisfaction, please email [czwicker@stteresas.co.za](mailto:czwicker@stteresas.co.za) with a detailed letter about your concern/s, the steps taken to date, and the action requested from the Board. This letter will be sent to the Board for their consideration.

2. For any concern/s regarding the way in which the School managed a specific situation, please make an appointment to discuss the situation with the relevant Principal.

2.1 Should your latter concern/s not be adequately addressed, please email [czwicker@stteresas.co.za](mailto:czwicker@stteresas.co.za) with a detailed letter about your concern/s, the steps taken to date and the desired action requested from the Board. This letter will be sent to the Board for their consideration.

### **Rosebuds Pre-Primary**

18 St Albans Avenue, Craighall Park  
[juniorprimary@stteresas.co.za](mailto:juniorprimary@stteresas.co.za)

### **Junior Primary**

30 Rutland Avenue, Craighall Park  
[juniorprimary@stteresas.co.za](mailto:juniorprimary@stteresas.co.za)

### **Senior Primary**

14 Keyes Avenue, Rosebank  
[seniorprimary@stteresas.co.za](mailto:seniorprimary@stteresas.co.za)

### **High School**

18 Keyes Avenue, Rosebank  
[highschool@stteresas.co.za](mailto:highschool@stteresas.co.za)

Please note that, as in any well-run organisation, there is a clear separation of functions between the Board and the Executive (the SMT and other staff in the organisation) who are required to carry out the day-to-day management and operational aspects of the school. With this in mind, we request that the processes described above please be followed.

Rest assured that St Teresa's School is at all times actively engaged in providing all possible assistance to all learners that may require such from time to time, without exception, and that all such engagements pertaining to any learner in the school will be kept within the confines of the processes and procedures being followed in the School.

Further to the Financial and Legal duties, the Board will continue to ensure that the School's Mercy ethos and values are implemented at all times, that the best interests of the learner remain a priority and that the Constitutional Rights of the learner are upheld.