

## **CONCERNS & COMPLAINTS PROCESS**

MOST CONCERNS CAN BE RESOLVED INFORMALLY BY DISCUSSIONS WITH THE PEOPLE CONCERNED

Your concern/issue is general in nature OR particular student or a staff member

Make Contact with the person concerned to arrange a time to discuss the matter privately, indicating beforehand what it is about. If the concern is about a student, contact the student's teacher.

Meet & discuss the issue. Try to work towards a resolution.

Be prepared to listen to different points of view. This may require another meeting with Principal

Provide feedback to the staff member as to whether you were satisfied with the outcome, or if the issue is not resolved.

NO

Is the issue resolved

YES .

Your concern/issue has not been resolved by meeting with the person concerned OR does NOT involve a particular student or staff member OR you do not wish to approach the person concerned.

Make contact with the principal to arrange a time to discuss the matter. Indicate what the concern is about and the steps that have already been taken to remedy it.

Advise if you wish to have a support person present.

Meet with the principal to arrange a time to discuss the issue. Be prepared to listen to different points of view, and provide feedback on the issue.

The principal may involve any persons concerned to assist with the resolution.

Is the issue resolved

NO

YES

No further action required

This flow chart aligns with the school's concerns and complaints policy.

Your concern/issue has NOT been resolved by previous steps OR your concern is more serious OR involves the principal or a board member.

You can make a formal complaint.

Put the complaint in writing, outlining the problem in detail, and the actions taken to resolve the issue to date. Include your name, signature and contact details.

Send to the principal or Presiding Board member as appropriate.

Your complaint will be acknowledged along with an expected timeframe for resolution.

The school follows
the formal
complaints
process for
considering the
complaint and
determining the
appropriate
investigation.

Once the complaint has been considered and resolved the principal or board will write to you.

Unless there are exceptional circumstances, a complaint will not be accepted unless it is in writing and the correct process has been followed. You may be directed back to the staff member or principal to follow the process.