

Concerns & Complaints Process

1

Your concern is **GENERAL IN NATURE**
OR....
involves a particular **STUDENT OR STAFF MEMBER**

Contact the person involved to arrange a time to discuss the matter privately.

- Indicate what the concern is about and let them know if you'll be bring a support person to the meeting
- If the concern is about a student contact the student;s teacher or/and Dean

Meet with the person involved to discuss the matter.

- Be prepared to listen to different points of view and try to work towards a resolution.
- This may require another meeting and/or involve senior management.

IS THE MATTER RESOLVED?

- Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved

YES

NO FURTHER ACTION REQUIRED

NO

YES

2

Your concern **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
- OR... involves the Principal or Board Member

Contact the principal, senior management, or board member (if appropriate) to arrange a time to discuss the matter privately.

- Indicate what the concern is about, any steps taken to resolve the matter, and let them know if you'll bring a support person to the meeting.

Meet the appropriate person (as above) and discuss the matter

- Be prepared to listen to different points of view and try to work towards a resolution

The principal may involve other people to help resolve the concern

IS THE MATTER RESOLVED?

- Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved

NO

3

Your concern **has NOT** been resolved by the previous steps

- OR... your concern is more serious
- OR... your concern is serious, and it's not appropriate to contact the principal (senior management) about it

Put the complaint in writing (email or letter), giving as many factors and details as possible, and any steps taken to resolve the matter

- Include your name, signature, and contact details
- Send to the principal and Board Presiding Member.

Your complaint will be acknowledged.

- The school will decide whether a formal investigation is necessary or appropriate

If a formal investigation is required, subject to privacy, confidentiality, or other ethical and legal requirements, the school may keep you informed about the investigation process and timeframes, including confirmation of when the matter is concluded.

Once a formal complaint has been resolved, there are no further avenues to pursue the complaint with the school.