

Concerns and Complaints Process

Most concerns can be resolved informally by discussions with the people involved.

STEP 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 bring a support person to the meeting.
If the concern is about a student, contact the student's teacher (or principal).

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

STEP 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 a trustee (board member).

Contact the principal, senior management, or board member (as 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 the meeting.

Meet with 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.

YES

STEP 3

Your concern has **NOT** been resolved by 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.

You can make a formal complaint.

See the school's **Making a Formal Complaint or Serious Allegation** procedure (SchoolDocs).

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

Include your name, signature, and contact details.

Send to the principal, presiding member (board chair), or deputy board chair/other board member, as appropriate.

Your complaint will be acknowledged.

The school will decide whether a formal investigation is necessary or appropriate. See the **Making a Formal Complaint or Serious Allegation** procedure (SchoolDocs).

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.

NOTE: Unless there are exceptional circumstances, **a complaint will not be considered unless the correct process has been followed.** You may be directed back to the staff member or principal to follow the process.

This flowchart aligns with the school's Concerns and Complaints policy and procedures | Copyright © SchoolDocs Ltd

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

If you are not satisfied with the outcome of your complaint, you are encouraged to take advice and may wish to consider contacting other agencies. See the school's **Making a Formal Complaint or Serious Allegation** procedure (SchoolDocs).