

COMPLAINTS PROCEDURES – Below are the procedures the school uses to resolve concerns/complaints.

- 1 Parents will take matters of concern/complaint to the person most directly involved, allowing for quick resolution. This will usually be the classroom teacher, but may involve other staff, senior staff or Principal.
- 2 If the matter is not resolved with the staff member it will be raised with a senior management person or the Principal to seek resolution with the persons concerned.
- 3 If the matter is not resolved in discussion with the Principal the matter should be raised with the Board Chairperson. If this becomes an employment issue in relation to the staff member refer Collective Employment Contract, Part 3.1
- 4 In the case of an issue with the Principal the matter should be raised with the Board Chairperson. If this becomes an employment issue in relation to the Principal refer Collective Employment Contract Part 3.1
- 5 In the case of an issue with a board of trustee member, the concern/complaint should be raised with the Board Chairperson, or a board member acting on the chairperson's behalf.