Concerns and Complaints Process

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

Your concern/issue is general in nature
OR involves a 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 and discuss the issue. Try to work towards a resolution.

Be prepared to listen to different points of view. This may require another meeting and/or involve senior management.

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

Is the issue resolved?

NO

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 headmaster or senior management 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 headmaster or senior management and discuss the issue.

Be prepared to listen to different points of view, and provide feedback on the issue.

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

Is the issue resolved?

NO

yes

Your concern/issue has NOT been resolved by previous steps

OR your concern is more serious

OR involves the headmaster 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 headmaster, board chair, or deputy board chair, 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 headmaster 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 headmaster to follow the process.

No further action required

This flowchart aligns with the school's Concerns and Complaints policy and procedures.

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