

# C4 Concerns and Complaints Process

## Starting point

Your concern or problem involves a classroom matter or a particular staff member

No

Your concern or problem does not involve a classroom matter or particular staff member or has not been resolved by visiting the staff member

No

Your concern or problem has not been resolved by visiting the staff member or the principal or it involves the principal or board of trustees

Yes

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than one meeting and / or involve the team leader.

Provide feedback to the staff member as to whether you were satisfied or not to ensure the problem is settled.

Issue Resolved?

Yes

No further action is required

Yes

Write a note or phone the principal and make a time to discuss the concern or problem. Indicate before the discussion what the concern is about and the steps you have taken to remedy it.

Discuss with the principal, be prepared to listen to their point of view also and provide feedback to ensure the problem is settled. The concern may be referred back to the staff member(s) particularly where this process has not been followed to date.

Issue Resolved?

Yes

You now have a complaint

Write to the board of trustees via the chair outlining your problem, concern or complaint in detail and all actions taken to date. The chair will need to ensure the correct process has been followed before the board will consider and may direct you back to the staff member or the principal. Include your name, signature and contact numbers. Your complaint will be acknowledged along with an expected timeframe for resolution.

Except in exceptional circumstances, the board of trustees will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it through this process. Once the board has considered and resolved the complaint, the board will endeavour to convene a follow-up contact within 1 month