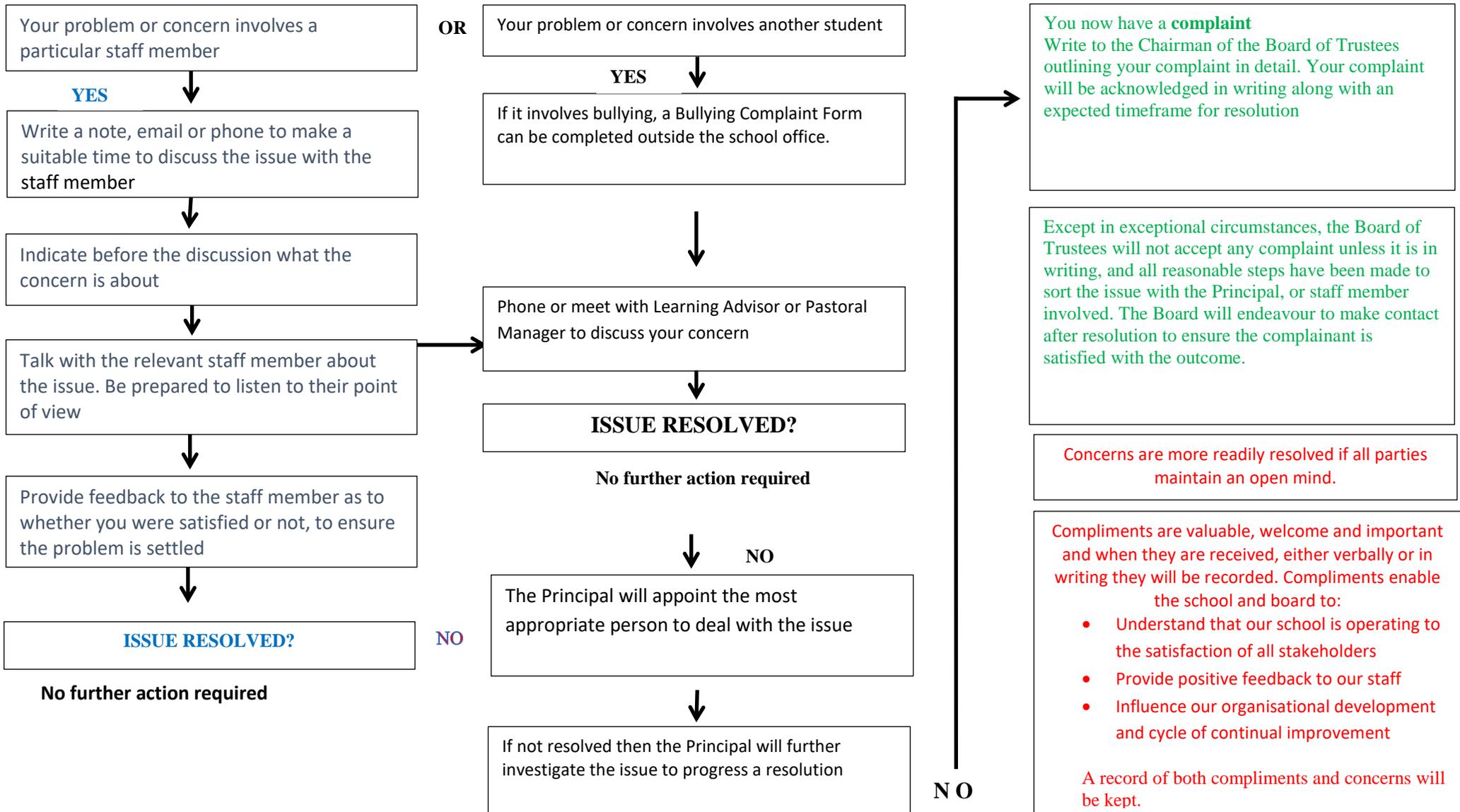


Compliments and Concerns Procedure

If you're not sure who you should talk to please phone the school office. For general informal concerns please contact the Principal



Your problem or concern involves a particular staff member

YES

Write a note, email or phone to make a suitable time to discuss the issue with the staff member

Indicate before the discussion what the concern is about

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view

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

ISSUE RESOLVED?

No further action required

OR

Your problem or concern involves another student

YES

If it involves bullying, a Bullying Complaint Form can be completed outside the school office.

Phone or meet with Learning Advisor or Pastoral Manager to discuss your concern

ISSUE RESOLVED?

No further action required

NO

The Principal will appoint the most appropriate person to deal with the issue

If not resolved then the Principal will further investigate the issue to progress a resolution

NO

NO

You now have a **complaint**
Write to the Chairman of the Board of Trustees outlining your complaint in detail. Your complaint will be acknowledged in writing 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 all reasonable steps have been made to sort the issue with the Principal, or staff member involved. The Board will endeavour to make contact after resolution to ensure the complainant is satisfied with the outcome.

Concerns are more readily resolved if all parties maintain an open mind.

Compliments are valuable, welcome and important and when they are received, either verbally or in writing they will be recorded. Compliments enable the school and board to:

- Understand that our school is operating to the satisfaction of all stakeholders
- Provide positive feedback to our staff
- Influence our organisational development and cycle of continual improvement

A record of both compliments and concerns will be kept.