



Complaints and Concerns

From time to time in a profession such as schooling, there will be concerns. When these occur it is important that the parties involved work together to obtain a solution that is mutually acceptable and best for all concerned. We must always seek a win-win result.

Following are procedures for resolving concerns:

Parents/Caregivers

Parents/Caregivers with genuine concerns or complaints can only go to/or be referred to the Principal if the problem has not been solved between the two parties first. This means a parent must go to the teacher concerned first, then the relevant Deputy Principal. If there is still no success, only then should the Principal be involved. He will make every attempt to resolve the situation. At times a verbal concern will become a written concern. This is desirable in that it provides an opportunity to formulate a full and detailed response. In the unlikely event of the Principal being unable to arrive at a mutually acceptable solution to a concern he will take the matter to the Board for their consideration.

When meeting it is expected that both parties are respectful of each other and concerns are listened to and a desired outcome is discussed.