



CONCERNS AND COMPLAINTS

PURPOSE

The purpose of this policy is to provide information and guidance on concerns and complaints. While our school tries very hard to operate in a way that provides high quality education, in a safe learning environment, sometimes things may not always go as planned or as expected. There may be events that the school is not aware of and needs to know about.

GUIDELINES

- No concern or complaint shall be considered as too small.
- Early intervention often reaps the best result, therefore parents need to be encouraged to take concerns or complaints directly to the appropriate person at the earliest possible convenient time.
- Parents need to be assured that we want to hear of any concerns or complaints and that we will do all that can be done to make the situation right or clarify any misunderstandings.
- If possible, concerns or complaints will be dealt with immediately.
- Parents should be encouraged to begin with their child's teacher, or the Principal.
- If the complaint is about the Principal, then this needs to be directed to the Chairperson of the BOT.
- If an informal meeting does not resolve your concern or complaint, you can make a formal complaint.
- In the interests of fairness, any formal complaint or serious allegation must be made in writing and should clearly outline what the concern or issues are. It should include what actions have been taken already and the issue should be resolved in a timely fashion. All parties should respect confidentiality.
- The BOT will not deal with anonymous complaints.

The key ingredient in obtaining a successful outcome is open, timely communication. We will listen, we will act, and we encourage you to be a strong advocate for your child. You will have the support of the school and the BOT because we are committed to continued improvement – ie – “Making things better”.

Reviewed by St Mary's BOT
Chairperson _____

Approved by St Mary's BOT
Date _____