CONCERNS AND COMPLAINTS PROCEDURE

PARENTS' CONCERN OR COMPLAINT
(Contact the school)

- Concerns and complaints relating to Student learning and specific student incidents in the teacher’s class
- Concerns and complaints relating to yard duty, school policy, school management, staff members or complex student issues

Classroom Teacher

1. Inform Principal
2. Investigate
3. Determining appropriate action

SCHOOL PROCEDURES TO ADDRESS CONCERNS AND COMPLAINTS INITIATED

Informal

1. Document

Formal

1. Document
2. Investigate
3. Make a finding
4. Determine appropriate action
5. Prepare final report

REGIONAL OFFICE SUPPORT FOR COMPLEX ISSUES

LEGISLATED COMPLAINTS PROCESSES INITIATED

CENTRAL OFFICE (Group coordination division)

OUTCOME

- Resolved
- Unresolved

Concern or Complaint
- resolved
- dismissed
- addressed

Concern or Complaint
- resolved
- dismissed
- unresolved (referred to appropriate external agency)

Concern or Complaint
- resolved
- dismissed
- unresolved (Serious misconduct procedures commenced)

6. Document Management
7. Monitor

School Council Approved 10-12-2013