

# Concerns and Complaints Process

Most concerns can be resolved informally by discussions with the people involved.

## STEP 1

Your concern is **GENERAL IN NATURE**  
**OR ...**  
involves a particular **STUDENT OR STAFF MEMBER**.

**Contact the person involved to arrange a time to discuss the matter privately.**

Indicate what the concern is about and let them know if you'll bring a support person to the meeting.  
If the concern is about a student, contact the student's teacher (or principal).

**Meet with the person involved to discuss the matter.**

Be prepared to listen to different points of view and try to work towards a resolution.

This may require another meeting and/or involve senior management.

**Is the matter resolved?**

Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved.

YES

**NO FURTHER ACTION REQUIRED**

## STEP 2

Your concern has **NOT** been resolved by meeting with the person concerned

**OR ...** does **NOT** involve a particular student or staff member

**OR ...** you **DO NOT** wish to approach the person concerned

**OR ...** involves the principal or a trustee (board member).

**Contact the principal, senior management, or board member (as appropriate) to arrange a time to discuss the matter privately.**

Indicate what the concern is about, any steps taken to resolve the matter, and let them know if you'll bring a support person to the meeting.

**Meet with the appropriate person (as above) and discuss the matter.**

Be prepared to listen to different points of view and try to work towards a resolution.

**The principal may involve other people** to help resolve the concern.

**Is the matter resolved?**

Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved.

YES

## STEP 3

Your concern has **NOT** been resolved by previous steps

**OR ...** your concern is more serious

**OR ...** your concern is serious and it's not appropriate to contact the principal (senior management) about it.

**You can make a formal complaint.**

See the school's **Making a Formal Complaint or Serious Allegation** procedure (SchoolDocs).

**Put the complaint in writing (email or letter), giving as many facts and details as possible, and any steps taken to resolve the matter.**

Include your name, signature, and contact details.

Send to the principal, presiding member (board chair), or deputy board chair/other board member, as appropriate.

**Your complaint will be acknowledged.**

The school will decide whether a formal investigation is necessary or appropriate. See the **Making a Formal Complaint or Serious Allegation** procedure (SchoolDocs).

**If a formal investigation is required**, subject to privacy, confidentiality, or other ethical and legal requirements, the school may keep you informed about the investigation process and timeframes, including confirmation of when the matter is concluded.

**NOTE:** Unless there are exceptional circumstances, **a complaint will not be considered unless the correct process has been followed.** You may be directed back to the staff member or principal to follow the process.

This flowchart aligns with the school's Concerns and Complaints policy and procedures | Copyright © SchoolDocs Ltd

February 2022

**Once a formal complaint has been resolved, there are no further avenues to pursue the complaint with the school.**

If you are not satisfied with the outcome of your complaint, you are encouraged to take advice and may wish to consider contacting other agencies. See the school's **Making a Formal Complaint or Serious Allegation** procedure (SchoolDocs).