

GUIDELINE 8.1 – GENERAL CONCERNS

Guidelines

1. Any general complaint or concern should be directed to the relevant staff member or an assistant principal who will decide on the appropriate action.

General Concerns

- a. Talk to the relevant staff member
 - b. If you have a concern about a classroom matter, you should firstly discuss the matter with the person concerned.
 - c. Be prepared to listen to their point of view as they will be prepared to listen to yours.
 - d. Note that this may require more than one meeting to resolve the issue and may require support from other members of staff to resolve.
 - e. If the issue is about a student the teacher will enter a record of the concern you have, and any subsequent meetings in KAMAR Pastoral notes.
 - f. Contact the Dean or HoF to make a time to discuss the concern. Indicate at this time what the concern is about and the steps you have taken to a remedy it, if any.
 - g. Discuss with the Dean or HoF; be prepared to listen to their point of view.
 - h. Be prepared to listen to different points of view. This may require another meeting and/or involve senior management
2. If the person making the complaint is dissatisfied with the outcome a formal complaint should be made in writing to the Principal as outlined in guidelines; only in exceptional circumstances will the Principal accept a complaint that is not in writing or where the above process of trying to resolve the issue through the informal channels has not yet occurred (unless there are good reasons why the informal channels have not been followed)

- 8.2 – Formal Complaints Against A Student;
- 8.3 – Formal Complaints Against A Staff Member; or
- 8.3 – Formal Complaints Against the Board Of Trustees.