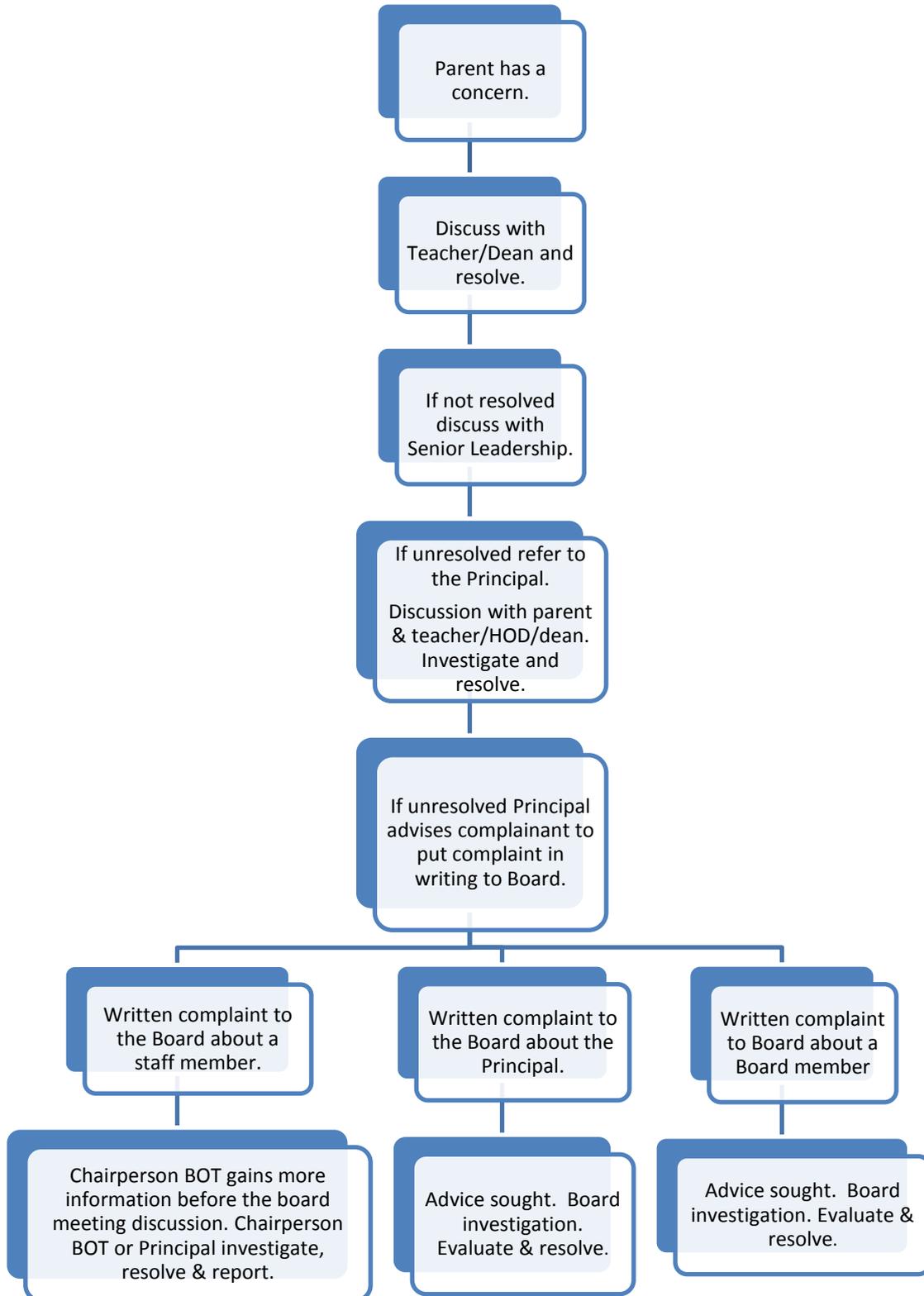


Advice to Parents - What to do if you have a concern or complaint

CONCERNS/COMPLAINTS FLOW CHART



When making a formal complaint to the Principal or Deputy Principal

You should make this in writing and include all relevant details.

The Principal will discuss the issue with you before deciding what action to take. You are welcome to

Your form teacher/ dean	←	General issues, personal or family
Your class teacher/subject HOD	←	Curriculum, assessment, subject areas
The Guidance Counsellor The Senior Administration	←	Personal, family, educational, or other general concerns

have a support person with you at the discussion.

Whilst your complaint will be treated in confidence, any other people concerned will have the opportunity to hear all the details and to reply to them.

If you are not satisfied with the outcome of your concern, you can make a formal complaint to the Chairperson of the Board of Trustees.

When making a formal complaint to the Chairperson of the Board of Trustees

The school office can forward letters to the Board of Trustees for you.

The BOT will investigate any complaints in consultation with the Principal and any other people involved.

If you would like to discuss the complaint in person you can make a written request to do so. You are welcome to have a support person with you at any discussion.

You will get a written acknowledgment of your letter when it is received, and a full written response when the matter is resolved.

Advice to Students - What to do if you have a concern or complaint

Problems are always best dealt with quickly and directly.

- Talk to the teacher concerned, explain your concern reasonably and try to resolve it.
- If you're not happy with the resolution of your complaint you may make a written formal complaint addressed to the Principal. She will discuss it with you and anyone else concerned, probably taking details in writing before resolving the complaint with you.
- A very serious complaint about the management of the school can be addressed in writing to the Board of Trustees who will investigate it, in consultation with the school's senior administration. After resolution the Board will send you a written response.