

3.0 COMPLAINTS

Most concerns or complaints will be able to be resolved by following the process below:

Concerns re Children

1. The concern or complaint shall be discussed with the classroom teacher
2. The concern or complaint shall be discussed with AP / DP
3. The concern or complaint shall be discussed with the Principal
4. The concern or complaint shall be put in writing to the Principal
5. If no progress, the concern or complaint be put in writing to the BOT
6. Any written concerns or complaints will be acknowledged in writing, under the direction of the principal

Concerns re Staff

1. The concern or complaint shall be discussed with the teacher
2. The concern or complaint shall be discussed with AP / DP
3. The concern or complaint shall be discussed with the Principal
4. The concern or complaint shall be put in writing to the Principal
5. The Principal shall investigate, and the teacher or staff member shall be told of the concern or complaint and given a copy of the letter
6. The staff member shall be given the opportunity to reply
7. The principal shall report to the BOT Chairperson.
8. The Chairperson may decide to arrange a Sub committee to hear the concern or complaint and investigation if any.
9. Any written concerns or complaints will be acknowledged in writing, under the direction of the principal.

Concerns re Principal

1. The concern or complaint shall be discussed with the Principal
2. The concern or complaint shall be put in writing to the Principal / BOT Chairperson
3. The Principal shall be given the opportunity to reply
4. The Chairperson may decide to arrange a Sub committee to hear the concern or complaint and investigation if any.
5. The committee shall report in writing to the concerned or complainant on action taken and subsequent outcomes.

Employees and the BOT are also directed to the appropriate section of the Employment Contract covering the schools employees.

All communications will be treated as confidential to the parties concerned.