

PAHOIA SCHOOL CONCERN AND COMPLAINT PROCESS



CONCERN

You have a classroom, playground or teacher concern

Talk to, email or phone the teacher concerned to make a suitable time to discuss the concern.

Note: Let them know what the concern is about BEFORE the meeting

Talk to the relevant teacher about the issue. Be prepared to listen to their point of view. This may require more than one meeting, and/or involve the Deputy Principal.

Let the teacher know whether the outcome of your meeting(s) has satisfied you that your concern is understood and resolved.

Concern resolved?

Yes - process ends

No - You can consider having it reviewed by the Deputy Principal/Principal

CONCERN

Your concern was not resolved

(or is not classroom, playground or teacher-related)

Email, ring or talk to the Deputy Principal or Principal to make a time to discuss the concern.

Note: Let them know what the concern is about before the meeting and include what steps you have taken so far (if applicable) to settle the concern.

Meet with the Deputy Principal and/or Principal to discuss your concern, they will share their point of view, and you will be given the opportunity to provide feedback to help reach a resolution. If the concern involves a staff member, that staff member and/or Deputy Principal may be present.

Note: If it is a classroom, playground or teacher concern you may be referred back to that teacher before any meeting with the Deputy Principal or Principal can take place.

Concern Resolved?

Yes - process ends

No - You can consider raising a complaint

COMPLAINT

You have a complaint to make

(Complaint = unresolved concern or is a concern for the Board to consider e.g. staff member concerned is the Principal)

Write to the Board of Trustees, via the chairperson, outlining your complaint in detail, include all actions taken to date to settle the complaint.

Except in exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing and that a reasonable attempt has been made to resolve it through this process.

Include your name, signature and contact numbers. Your complaint will be formally acknowledged within two working days, along with an expected timeframe for resolution.

Note: The chairperson will need to ensure the correct process has been followed before the board will consider your complaint and may direct you back to a teacher, Deputy Principal or Principal.