

# Concerns and Complaints Process

This information should be read alongside our Concerns and Complaints Policy and related policies on SchoolDocs.


*Completed forms should be submitted to the classroom teacher in the first instance.  
If necessary, the teacher will refer the concern to the team leader for further support.*

Concerns/complaints can be raised with our school either verbally or in writing. We are committed to listening and working together to resolve any issues promptly.

The school will carefully review and investigate each concern or complaint and take appropriate action as needed.

The school will inform you of how we plan to manage your concern or complaint and will notify you once the matter has been resolved.

## How to Raise a Concern or Complaint



Date	
Concern raised by:	
Concern raised to:	
What is the concern?	
What has been done to resolve the concern to date?	
Do you have a desired outcome?	
What is needed to achieve this?	
What are the next steps?	
Follow up actions and timeline.	

### In Writing

Complete the Concern/Complaint Form – This form is available on our website or can be collected from the office. Once completed, please email it or hand it directly to the classroom teacher as the first point of contact for discussion.

### Verbally

Please make an appointment with the classroom teacher to raise your concern or complaint. The teacher will then go through the appropriate form with you during the appointment to ensure the matter is addressed properly.

## How the School Manages Concerns and Complaints

We manage concerns and complaints in a timely manner and seek to protect people's mana and dignity. We ensure:

- people are treated fairly,
- those involved have the opportunity to be heard,
- decision-making is unbiased.

The school assesses the concern or complaint and responds according to its nature, seriousness and who is involved in a timely manner.

If you feel your concern or complaint has not been resolved after receiving a response, you may escalate the concern or complaint to the principal or Board.