

Rationale

Staff and parents of

- x The complaint will be resolved as quickly as possible.
- x The person(s) facing the complaint will be provided with detailed information about the substance of the complaint and will have the opportunity to

Due to teachers' classroom and supervision duties, your first contact is best made by email, with an appointment request for either a phone conference or face-to-face meeting. You are asked to outline concerns or issues (e.g. academic performance, discipline, student/peer incidents) so that the staff member can constructively prepare for the meeting.



- x Contact the Principal or a senior member of staff to make an appointment for either a phone conference or a face -to -face meeting
- x Outline the nature of the complaint, either verbally or in writing, and the steps taken to resolve it.

In moving to a more formal process, the principal or a senior member of staff will:

- x Organise a meeting/phone conference
- x Fully document the complaint, any actions taken to resolve it and outcomes of those actions
- x Further and fully investigate the matter
- x Ensure that no one is (e)-n(v)8.5 (i)-23.7 treated as a