BATHGATE PARK SCHOOL Concerns & Complaints Process Flowchart

Most concerns can be resolved informally by discussions with the people concerned

Your concern or issue involves a classroom/ school matter, or a particular staff member or student

In the first instance contact the teacher of your child or staff member concerned to make a suitable time to discuss the concern/issue. Indicate before the discussion what the concern/ issue is.

Talk with the relevant staff member about the issue. Try and work towards a resolution to the matter. Be prepared to listen to their point of view. This may involve more than 1 meeting about what the concern is about.

Provide feedback to the staff member as to whether you were satisfied or not, to ensure the problem is settled.

Issue resolved?

YES → **No further action is required**

NO →

Your concern/issue has not been resolved by meeting with the person concerned

OR does NOT involve a particular staff member or student

OR you do not wish to approach the person concerned.

Contact the Principal or member of management team to make a suitable time to discuss the concern/issue. Indicate before the discussion what the concern is about, and the steps that have already been taken to remedy it. Advise if you wish to have a support person present.

Meet with the Principal or member of management team and discuss the issue. Be prepared to listen to different points of view and provide feedback to ensure the issue is settled. The concern may be referred back to the staff member(s) particularly where this process has not been followed.

The Principal may involve other people involved/ concerned to assist with reaching a resolution.

Issue resolved?

YES → **No further action is required**

NO →

Your concern/issue has NOT been resolved by previous steps

OR your concern is more serious

OR involves the Principal or a Board of Trustees member.

You now have a **formal complaint**

Write to the Board of Trustees, via the Chairperson, outlining your problem or complaint in detail including all the actions taken to date. The Chairperson will need to ensure the correct process has been followed before the Board will consider the complaint. This may be directed back to the staff member or Principal. Complaints must include the complainants name, signature and contact details. Complaints will be acknowledged along with an expected timeframe for investigation, discussions and resolution.

The school will follow the Guidelines for Formal Complaints when considering the complaint and deciding on the appropriate investigation. Unless there are exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it through the correct process. You may be directed back to the staff member or Principal to follow the process. Once the complaint has been considered and resolved, the Principal or Board will write to the complainant.

Parents may complain to the Ministry of Education if they are not satisfied with this complaints process.