



Logan Park High School Concerns and Complaints Procedure

Purposes

To provide an avenue for parents/caregivers, teachers, students, and members of the community to express concerns or problems, and to receive a timely and useful response.

Guidelines

1. The Principal or Board Chair may, on receipt of a written concern, problem or complaint, discuss the most appropriate course of action to be followed. This procedure should be read in conjunction with the Logan Park High School – Concerns and Complaints process flowchart.

2. The procedure has three stages:

Stage 1: If you have a concern involving a classroom matter or a particular staff member, please:

- a. Write a note to, or phone, the staff member to make a suitable time to discuss your concern. Provide details of the concern before meeting with the staff member;
- b. Discuss the concern with the relevant staff member such as your house dean, subject head of department, group teacher or class room teacher. A record of this discussion may be kept using the 'Logan Park High School Concern/Complaint Form'. To resolve the issue, more than one meeting may be required and/or involve Senior Management.
- c. Provide feedback to the staff member as to whether you were satisfied with their response or not, to ensure the issue is resolved.

Stage 2: If the concern or problem does not involve a classroom matter or particular staff member, OR has not been resolved following discussions with the particular staff member (as outlined above in Stage 1), then please:

- a. Write a note to, or phone, the Principal to make a suitable time to discuss the concern or problem. Provide details of the concern and the steps you have taken to resolve it. The Principal may seek external guidance before meeting with you. Then,
- b. Discuss your concern with the Principal. The Principal may make a written record of the meeting.

The concern may be referred back to the staff member(s), particularly where this process has not been completely followed to date.

Stage 3: If the concern or problem has not been resolved by visiting the staff member or the Principal OR it involves the Principal or Board of Trustees, then please:

- a. Write to the Board of Trustees Chairperson outlining your complaint in detail, and all actions taken to date (if applicable). See the attached template for guidelines on providing a written complaint. The Chairperson will need to ensure the correct process has been followed before the Board will consider the complaint, and may direct you back to the staff member or Principal (if appropriate). The Board or the Chairperson may seek external guidance. Then,

- b. Your written complaint will be acknowledged by the Board with an expected timeframe for resolution stated.

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 the issue through the prescribed complaints/concerns process described above.

Once the Board has considered and resolved the complaint, the Board will endeavour to convene a follow-up discussion with you within one month.

3. If the issue remains unresolved, you will be advised to refer your complaint to the Ministry of Education.
4. A written record detailing the concern, problem, or complaint and any actions taken will be kept in a confidential file. Additional information will be added to the written record if the concern, problem, or complaint goes through more than one stage of the process.
5. All parties may bring a support person to any meeting at any stage of the process.
6. The person who is the subject of the concern or complaint must be made aware of the concern or complaint as soon as possible. Details must be provided, and this person will be given an opportunity to comment.
7. If the complaint is about the conduct/actions of the Principal, then the Principal cannot be part of the investigating committee for this complaint.