



## Concerns and Complaints Process

Does your concern involve a classroom matter or a particular staff member?

Yes

Write a note to, or phone, the staff member to arrange a suitable time to discuss the concern. Provide details of the concern before meeting with the staff member.

Yes

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 the 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. Provide feedback to the staff member as to whether you are satisfied with their response or not, to ensure the issue is resolved.

Has the issue been resolved?

Yes

**No further action required**

No

Does your concern involve a matter that is not related a particular staff member?

OR

Has your previous concern not been resolved by visiting the relevant staff member?

Yes

Write a note to, or phone, the Principal to arrange a suitable time to discuss your concern. Provide details of the concern and the steps you have taken to resolve it. The Principal may seek external guidance before meeting with you.

Discuss your concern with the Principal. The Principal may make a written record of the meeting.

If necessary, the concern may be referred back to the relevant staff member, particularly if the concern process has not been followed completely.

Has the issue been resolved?

Yes

**No further action required**

Does your concern involve the Principal or Board of Trustees?

OR

Has your previous concern remained unresolved after meeting with the Principal?

Yes

You now have a complaint.

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

Yes

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

If the issue remains unresolved, you will be advised to refer your complaint to the Ministry of Education.