Korakonui School Concerns and Complaints Process

Procedure for dealing with Concerns and Complaints at Korakonui School

Starting point

Your **concern** or complaint involves a classroom matter, or a particular staff member

Yes

Write a note or phone the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about.

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than 1 meeting, and/or involve the associate/deputy principal.

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 Required

No

Your concern or Complaint does not involve a classroom matter, school matter or particular staff member, OR has not been resolved by visiting the staff member.

Yes

Write a note or phone the Principal and make a time to discuss the concern or complaint. Indicate before the discussion what the concern is about, and the steps you have taken to remedy it.

Discuss with the Principal, be prepared to listen to their point of view also, and provide feedback to ensure the problem is settled.

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

Issue resolved?

No

Yes

No

Your concern or complaint has not been resolved by visiting the staff member or the Principal, OR it involves the Principal or Board of Trustees.

Yes

Write to the Board of Trustees, via the chairperson, outlining your concern or complaint in detail, and all actions taken to date. The chairperson will need to ensure the correct process has been followed before the board will consider and may direct you back to the staff member or principal.

Include your name, signature and contact numbers. Your concern or complaint will be acknowledged along with an expected timeframe for resolution.

Except in exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing and signed by the complainants, and that a reasonable attempt has been made to resolve through this process.

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