



COMPLAINTS PROCEDURE

- a) In the first instance the complainant meets with the appropriate staff (person directly involved in the matter) and seek resolution.
- b) If the matter cannot be resolved the staff member directly involved meets with their manager, then the principal to seek resolution.
- c) If the matter is still unresolved then the complainant is to put in writing to the board the nature of the complaint, steps taken, responses and what the complainant wishes to see happen next. The board will review the matter with the principal and determine a response. This will be the end of the matter.
- d) If the complaint is with the principal, the same process is followed as in step (a). If unresolved then the complainant must put their case in writing to the board, as outlined above.

NOTES:

If the board receives a letter of complaint and the matter has not followed the above procedures, then it will be referred directly to the principal.

If the complaint is pertaining to the board, then it shall address the matter directly.