Grievance Procedures

In a large organisation such as our school and its associated parent community, we can expect that things will happen from time to time that will cause concern for someone. When this occurs, it is important that the person with the concern does something about it.

Steps to be Taken if You Have a Concern, Problem or Complaint

See the teacher or person directly involved

Is the matter resolved? → YES → Do no more

NO

Discuss the issue with the Principal or Deputy Principal

Is the matter resolved? → YES → Do no more

NO

See the Principal or Deputy Principal again

Is the matter resolved? → YES → Do no more

NO

Contact the District Director