Strath Taieri School

Concerns and Complaints Process

Starting point

Column 1

Your concern or problem:

- Involves a classroom matter, student or staff member.
- Does not include the Principal.

Write a note/email or phone the staff member or the student's teacher 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 process may require more than one meeting and/or involve the Principal.

Provide feedback to the staff member as to whether you are satisfied or not as to ensure the problem is settled.

Issue Resolved?

Yes	No

Column 2

Your concern or problem:

- Does not involve a classroom matter, student or staff member.
- Or has not been resolved by visiting the staff member.
- Or it involves the Principal.

If you feel comfortable to do so, write a note/email or phone the Principal to make a time to discuss the problem.

Indicate before the discussion what the concern is about and the steps you have taken to remedy your concern.

You are welcome to take a support person to the meeting.

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

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

Issue Resolved?

Yes	No

Column 3

Your concern or problem:

- Has not been resolved by visiting the staff member or Principal.
- Or you do not wish to approach the Principal.
- Or it involves the School Board.

You now have a complaint.

Write to the School Board via the Presiding Member outlining the problem, concern or complaint in detail and all actions taken to date.

The Presiding Member will need to ensure the correct process has been followed before the Board will consider the issue and may direct you back to the staff member(s) or Principal.

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

Unless in exceptional circumstances, the School Board will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it 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.

No further action required

March 2021