



- 4.3 Any member of the School community who wishes to air a grievance or make a complaint should seek, in the first instance, an interpersonal resolution with the person concerned, or the person immediately responsible for the relevant area of School operation.
- 4.4 Where a complaint has not been satisfactorily resolved, or where a resolution has been ineffective, a complaint should be escalated.
- 4.5 Staff will promptly and objectively investigate complaints and consider appeals, manage them efficiently and expedite their satisfactory resolution. They will follow appropriate process, inform the complainant of (b) (5) (1) (3) (4) (4) (c) (6) (c) (6)

5.2 What if I wish to complain about a person?

5.2.1 Staff or parent complaints about a student should be raised in accordance with Table 1.

5.2.2 Staff or student complaints about a parent should be raised with a Head of School or the Business Manager.

5.2.3 Complaints about a member of staff should be first raised with them. If this does not lead to a satisfactory outcome, the complaint may be communicated to their supervisor.

5.2.4 Complaints about a Head of School or the Business Manager should be raised with the Head of School or the Business Manager. Complaints about a Head of School or the Business Manager should be raised with the Head of School or the Business Manager.

Principal's Office or one of the Executive if the Principal is not available.

5.7 Who will make the final decision?

The staff member with whom the matter is raised is usually authorised to make a decision in relation to its resolution. Where this is not the case, they will either consult with the staff member who is or hand the management of the matter to that person.

5.8 What should I do if I am not satisfied with the resolution of a complaint?

If not satisfied with the School's resolution of a complaint, complainants are encouraged to consider the seriousness of the issue in decidingJ 3.267 0 Td29eocrT.9 (h)0.crT.9 (h)0.crT.9 (h)0.c( )Tj17 Tc 0.4 (io)4 (u)0.7 (s)-3 (n)0.7 (e)1 (s)



