

**WEST END SCHOOL
CONCERNS &
COMPLAINTS
POLICY**

Caregiver/ Parent has a concern about something happening at school.

Step 1

Caregiver/ Parent asks for an appointment with the child's teacher. Issue discussed with classroom teacher. Time / Date for problem resolution is agreed.

Problem resolved

Problem un resolved

Step 2

Matter is unresolved or has resurfaced. Make an appointment and discuss with team leader

Problem resolved

Problem un resolved

Step 3

Matter unresolved or has resurfaced. Make an appointment and discuss with Principal

Problem resolved

Problem un resolved

Step 4

Matter unresolved. Complaint put -in writing and addressed to the Chairperson of the Board of Trustees. The Chairperson then follows the BOT process for handling written complaints.

Matter resolved to both parties satisfaction or an understanding is in place for future action.