

George Street Normal School – Concerns and Complaints Process.

Your concern or problem involves a classroom matter or a particular staff member.

YES



Write a note or phone the staff member concerned 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. A record of this discussion may be kept using the 'George Street Normal School concern form'. Be prepared to listen to their point of view. This may require more than 1 meeting and/or involve the assistant or deputy principal.

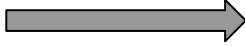
Provide feedback to the staff member as to whether you were satisfied or not, to ensure the problem is settled.



YES ISSUE RESOLVED NO

NO FURTHER ACTION IS REQUIRED

NO



Your concern or problem does not involve a classroom matter or particular staff member, OR has not been resolved by visiting the staff member.

NO



Your concern or problem has not been resolved by visiting the staff member or the Principal or it involves the Principal or Board of Trustees.

YES



Write a note or phone the Principal and make a time to discuss the concern or problem. Indicate before the discussion what the concern is about, and the steps you have taken to remedy it. The Principal may seek external guidance before meeting with you.

Discuss with the Principal, be prepared to listen to their point of view also, and provide feedback to ensure the problem is settled. The Principal may make a written record of the meeting.

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



YES ISSUE RESOLVED NO

NO FURTHER ACTION IS REQUIRED



You now have a complaint.

Write to the Board of Trustees, via the chairperson, outlining your problem, concern or complaint in detail, and all actions taken to date. The chairperson will need to ensure the correct process has been followed before the Board will consider your problem, concern or complaint, and may direct you back to the staff member or Principal. The Board or the chairperson may seek external guidance. Include your name, signature and contact details. Your complaint will be acknowledged with an expected timeframe for resolution.



Except in exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it through the prescribed process.

Once the Board has considered and resolved the complaint, the Board will endeavour to convene a follow-up contact within one month.



IF ISSUE RESOLVED - NO FURTHER ACTION REQUIRED

IF NOT - YOU SHOULD REFER YOUR COMPLAINT TO THE MINISTRY OF EDUCATION.