



St Hilda's

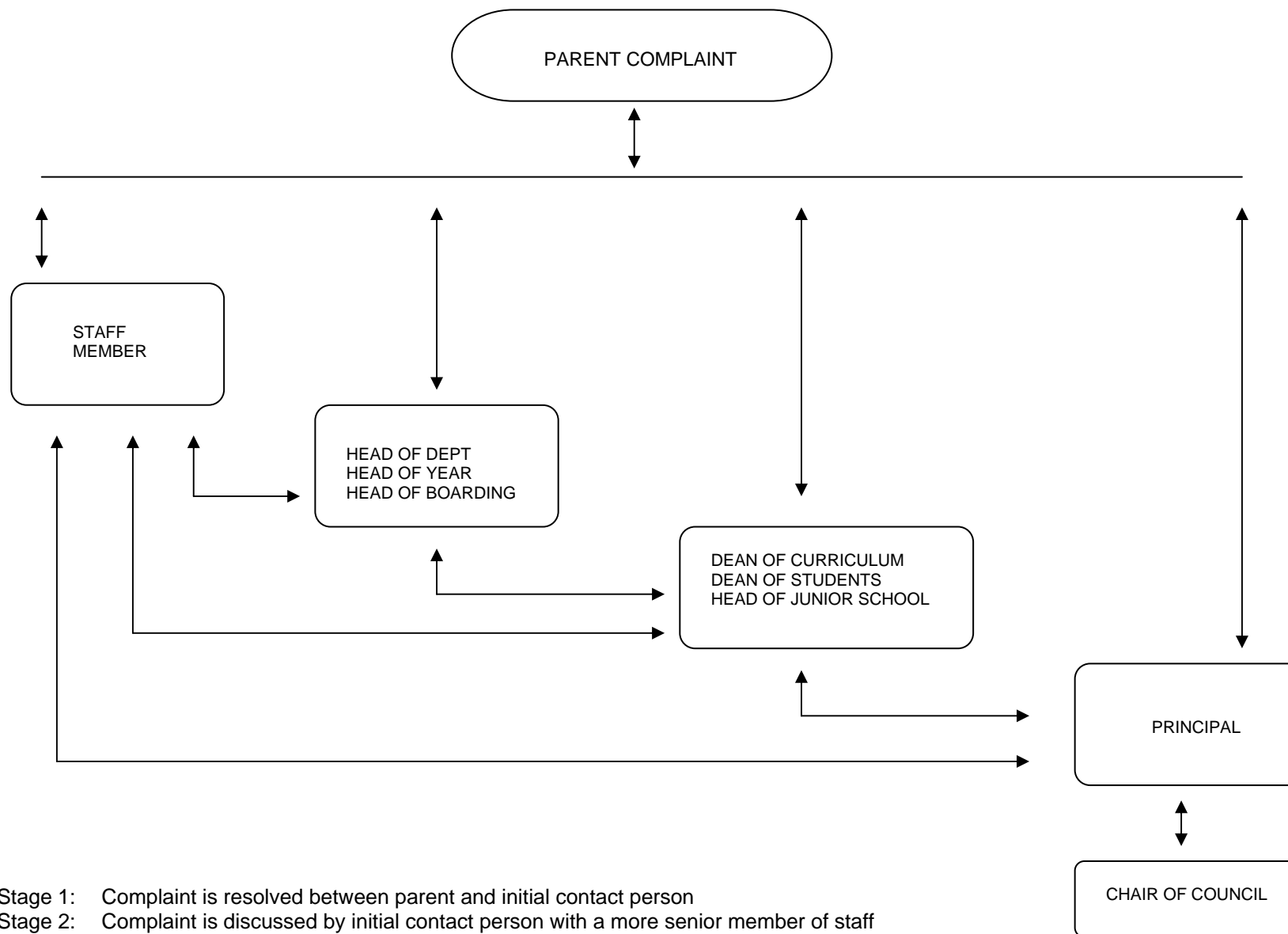
ANGLICAN SCHOOL FOR GIRLS

PARENTAL COMPLAINTS PROCEDURES

Key Principles

- The School is open to parental concerns.
- Complaints are received in a positive manner.
- Complaints need to be acknowledged and dealt with promptly.
At all stages parents should be informed about progress and of the response time frame.
- Complaints dealt with seriously and sensitively at an early stage are generally resolved satisfactorily.
- Resolution is the end point and there must be acceptance by parents that a complaint once heard, may not necessarily be resolved as they would wish.
- Resolution of more difficult issues is best achieved in face-to-face meetings.
- Staff must feel supported. Complaints do not necessarily reflect poorly on an individual's professionalism.
- Complaints need to be recorded with the following information:
 - date when issue raised
 - name of parent and student
 - brief statement of issue
 - procedure followed
 - outcome
 - name and signature of staff member handing the issue
- Complaints records are kept in student files or, if appropriate and with their knowledge, on a staff member's file.
- Complaints procedures need to be followed.
- Confidentiality is respected and maintained so far as is possible.

PARENTAL COMPLAINTS PROCEDURES



- Stage 1: Complaint is resolved between parent and initial contact person
- Stage 2: Complaint is discussed by initial contact person with a more senior member of staff
- Stage 3: Meeting between parent, senior member of staff and/or initial contact person
- Stage 4: If no resolution, Principal involved
Another meeting set-up
Principal will involve the Chair of Council if required

NB: Report to be filed upon resolution