Karitāne School Procedure for dealing with Concerns and Complaints

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.

yes

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than one meetinghttps://studio.code.org/courses and/or involve the Principal.

yes

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

Issue Resolved

yes

no

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 concerned.

yes

Make contact with 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 address it.

yes

Discuss with the Principal, be prepared to listen to their point of view also, and provide feedback to ensure the problem is settled.
The concern may be referred back to the staff member.

yes

Issue Resolved

No further action is required

no

no

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

You now have a **complaint.**

Write to the Board of Trustees, via the Presiding Member (Board Chair), outlining your 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 your complaint/concern and may direct you back to the staff member or Principal.
Include your name, signature and contact details. Your complaint will be acknowledged along with an expected timeframe for resolution.

yes

The Board of Trustees will only accept a complaint that is not in writing under exceptional circumstances and where there has been a reasonable attempt made to resolve it through this process. Once the board has considered and resolved the complaint, they will endeavour to convene a follow-up contact within one month.

yes