ROXBYS DOWNS AREA SCHOOL

If you have a concern use the

COMPLAINTS RESOLUTION FLOWCHART - PARENTS

The school complaints resolution procedure is designed to encourage people to pass their concerns on to the appropriate person. Please approach the teacher FIRST regarding concerns/queries/Issues around your children.

There is an expectation that all complaints resolution is undertaken in a civil manner by all parties.

Do you have a concern?

Yes

If you can, write down all the facts, feelings and what you would like to see happen

No

Can you approach the person concerned personally?

Yes

Meet with the person. Explain your concern and together decide how best to deal with it

No

Are you happy with the result?

Yes

Take no further action

No

Do you have a support person?

Yes

Meet with the support person and a senior member of staff or delegate to determine the course of action

No

Contact the Regional Director – Ph. 86416877

Contact an appropriate support person, eg Parent, friend, Student-Leader, School Counsellor, Class or Home Group Teacher, Year Level Coordinator, Senior Leader, DP/Principal