ROXBYS DOWNS AREA SCHOOL

If you have a concern use the

COMPLAINTS RESOLUTION FLOWCHART - STUDENTS

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.

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Do you have a concern?

Yes

If you can, write down all the facts, feelings and what you would like to see happen (or adult can scribe for you).

Can you approach the person concerned personally?

No

Ask an appropriate support person to help, eg Parent, friend, Student-Leader, School Counsellor, Class or Home Group Teacher, Year Level Coordinator, Senior Leader.

**Dependent on the age of the student parents should be informed of any interaction or issue**

Eg. All parents of primary students to be informed of actions taken and have opportunity to be involved. Parents of middle school students to be informed of any actions that carry consequences.

Do you have a support person?

Choose one now.

Can you approach the person concerned personally?

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

Are you happy with the result?

No

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

Is the issue resolved?

Yes

Take no further action

No

Meet with the Principal

Do you have a concern?

No

Meet with the Principal

Yes

Take no further action

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