



Concord School Concerns and Complaints Procedure

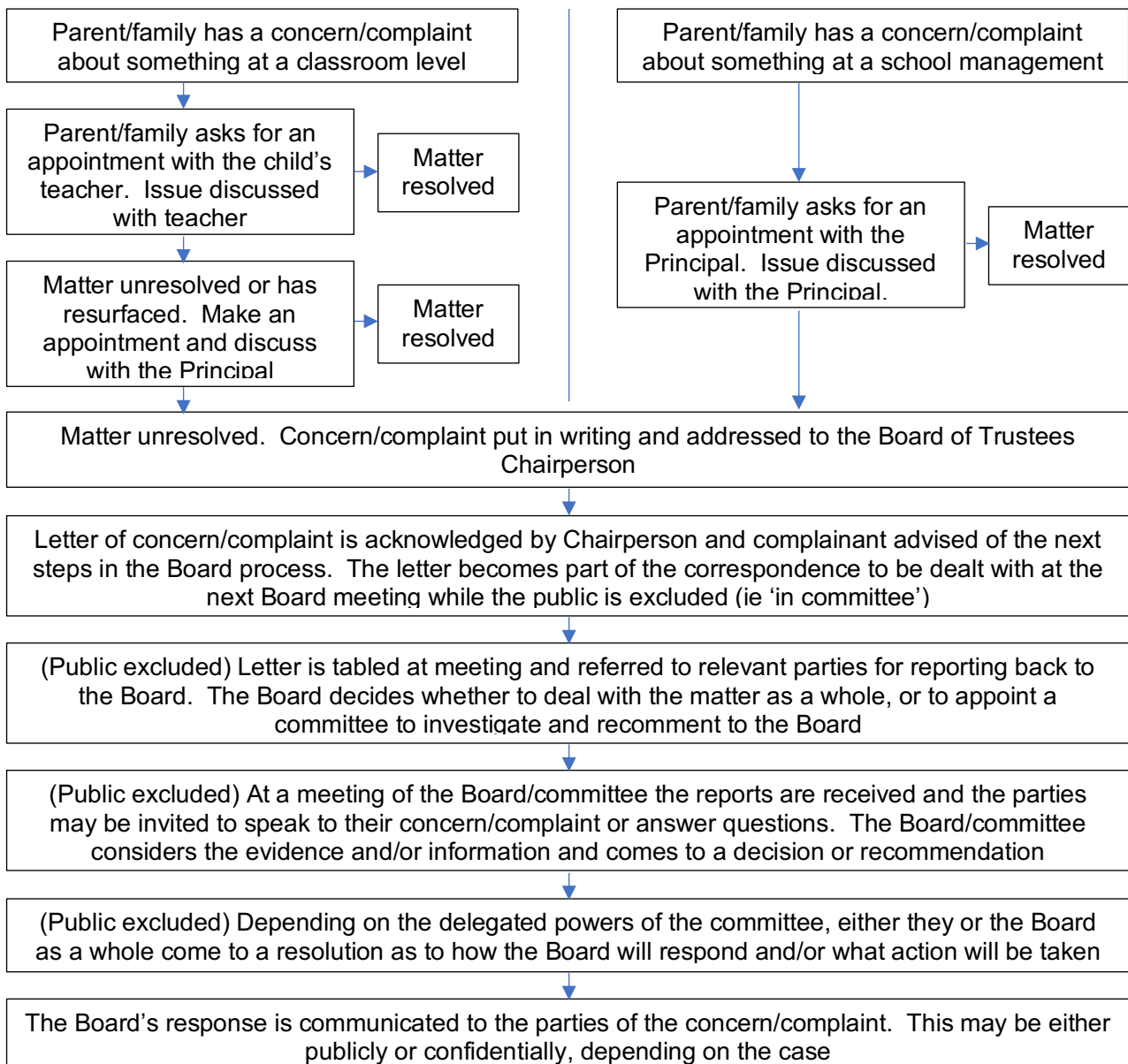
Purpose:

To have problem solving procedures that do everything possible to:

- achieve positive outcomes
- promote good home/school communications and relationships
- serve the best interests of the child
- ensure fairness, accuracy and balanced input between home and school
- give priority to achieving solutions as soon as practically possible
- have follow-up actions to review the effectiveness of actions

As a general rule, every effort is made to resolve problems at an informal level through two-way discussion, and as early as possible so that issues do not compound.

To achieve this, the following process should be followed:



Responsible Conduct

Both parents and teachers act responsibly and respectfully when discussing any concerns about the school, whether in public or private, so that children are not exposed to negative views. See the Concord School Code of School Behaviour, which is based on our identified values of Respect, Honesty, Responsibility and Confidence.

Effectiveness Review:

These procedures will be reviewed by the Board of Trustees triennially, or as required due to unforeseen circumstances or any genuine reasons or concerns

Signed:
(Principal)

Date:

Signed:
(Board Presiding Member)

Date: