

Mt Somers Springburn School Concerns and Complaints Procedure



From time to time issues will arise about children and their learning.
If you have a concern we ask that you follow this procedure -

The person with the issue approaches the staff member concerned directly as soon as possible and voices their concern. We believe that most concerns can be dealt with at this lowest level. All parties should enter this discussion with the intention of finding a suitable resolution.



If this does not resolve the concern then the issue can be brought to the Principal to discuss it further. A plan of future actions will be formulated at this meeting.



If this meeting does not resolve the issue or it is about the Principal then a formal complaint can be written to the Chairperson of the Board of Trustees. This letter must include the name of the person making the complaint, the name of the person the complaint is about and the nature of the complaint.



The Board will investigate the complaint and make a recommendation about a future course of action. This will be in writing and sent to the person making the complaint.

Review Date
March 2021