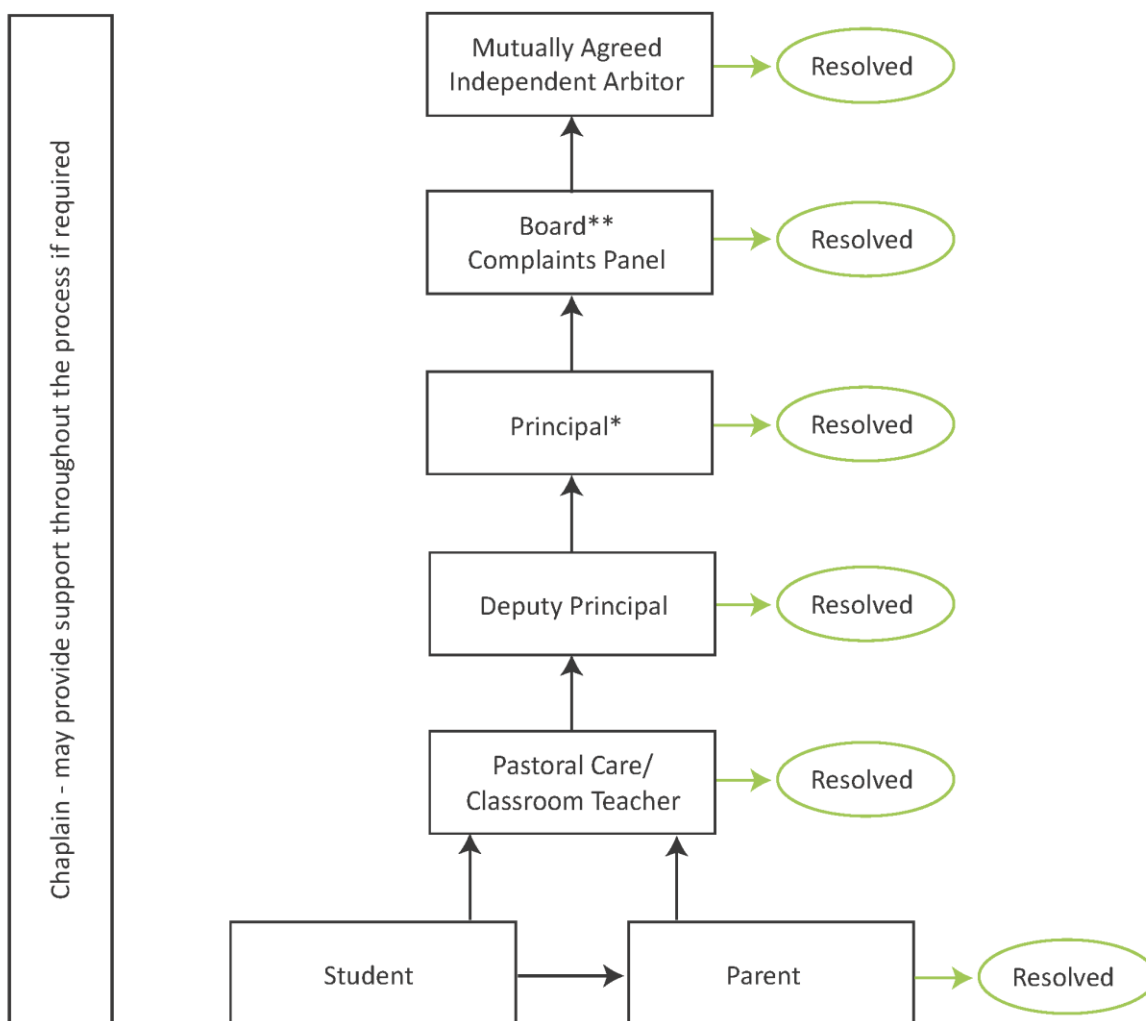




Complaints Procedure Flow Chart - Students & Parents



Concerns/Complaints need to be addressed

- with a willingness to engage in restorative practices. It is anticipated that parties will try to resolve problems prior to going through this complaints process.
- by following the correct procedure
- in a timely manner
- in person or in writing depending on the situation
- with respect and confidentiality
- with the people directly involved

Please note:

* At any stage, depending on the sensitivity of the concern, a person may request a meeting with the Principal by making an appointment with his PA.

** Complaints to the Board need to be in writing and addressed to the Chair of the Board