CONCERN AND COMPLAINTS PROCEDURE

PARENTS' CONCERN OR COMPLAINT

(Contact the school)

Concerns and complaints relating to Student learning and specific student incidents in the teacher's class

Concerns and complaints relating to yard duty, school policy, school management, staff members or complex student issues

Classroom Teacher

1. Inform Principal
2. Investigate
3. Determining appropriate action

OUTCOME

Resolved

Unresolved

School Principal determines appropriate process

SCHOOL PROCEDURES TO ADDRESS CONCERNS AND COMPLAINTS INITIATED

Informal

1. Document

Formal

1. Document
2. Investigate
3. Make a finding
4. Determine appropriate action
5. Prepare final report

REGIONAL OFFICE SUPPORT FOR COMPLEX ISSUES

CENTRAL OFFICE

(Group coordination division)

LEGISLATED COMPLAINTS

PROCESSES INITIATED

OUTCOME

Concern or Complaint

- resolved
- dismissed
- addressed

6. Document Management
7. Monitor

Concern or Complaint

- resolved
- dismissed
- unresolved (referred to appropriate external agency

Concern or Complaint

- resolved
- dismissed
- unresolved (Serious misconduct procedures commenced