



# BELMONT INTERMEDIATE SCHOOL

## PROCEDURE

### Area: Administration

### Sub Area: Complaints

### Procedure

- If an issue arises with a student, parent/s or caregiver/s should make a direct approach to the classroom teacher.
- If after a direct approach to the classroom teacher the problem is unresolved contact with a Deputy Principal or Principal is to be made.
- The Deputy Principal or Principal will abide by relevant contract agreements.
- If a problem remains unresolved after contact with a Deputy Principal or Principal, complainants are invited to approach the Board of Trustees Chairperson so that the problem may be placed on the Board's Agenda for discussion at a Board meeting. Alternatively, an informal meeting convened by the Board may be held.
- Those making complaints and those having complaints made against them will be informed of the Board's investigation/action.
- All participants to the action of a complaint are to maintain confidentiality of information and documents.
- Complaints against the Principal by parents/staff should be referred in writing to the Board of Trustees.

### Review process

- Getting feedback on the process from any parent who has an unresolved complaint
- Principal and Board Chair
- 2018

Complaints procedure flowchart attached.

### Belmont Intermediate School Complaints Procedure Flowchart

