



STANLEY BAY SCHOOL

How to Make a Complaint.

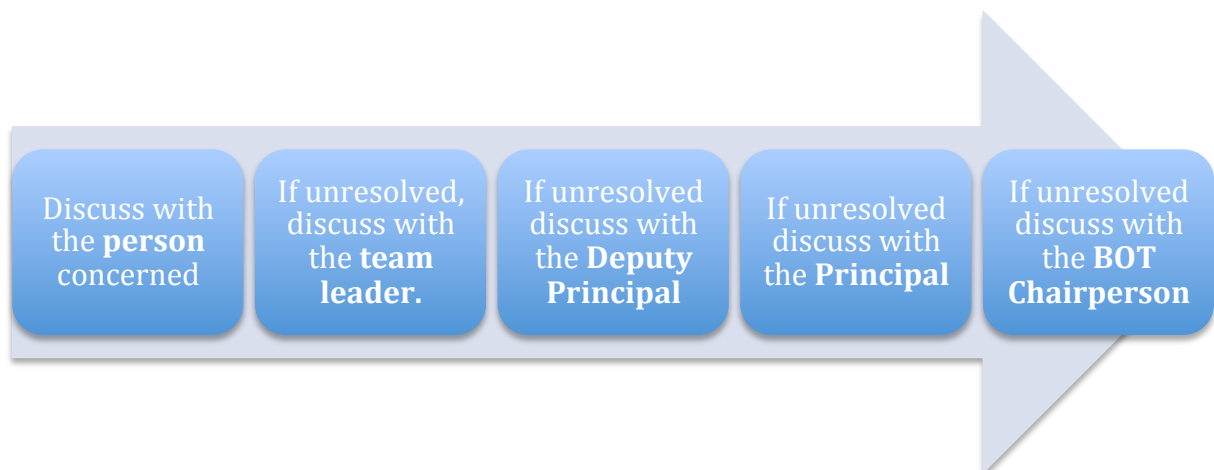
Our primary goal is to create the best learning environment for our students. We encourage open and honest communication.

If you have matters of concern you can make an informal or formal complaint. If an informal meeting does not resolve your complaint, you can make a **formal complaint**.

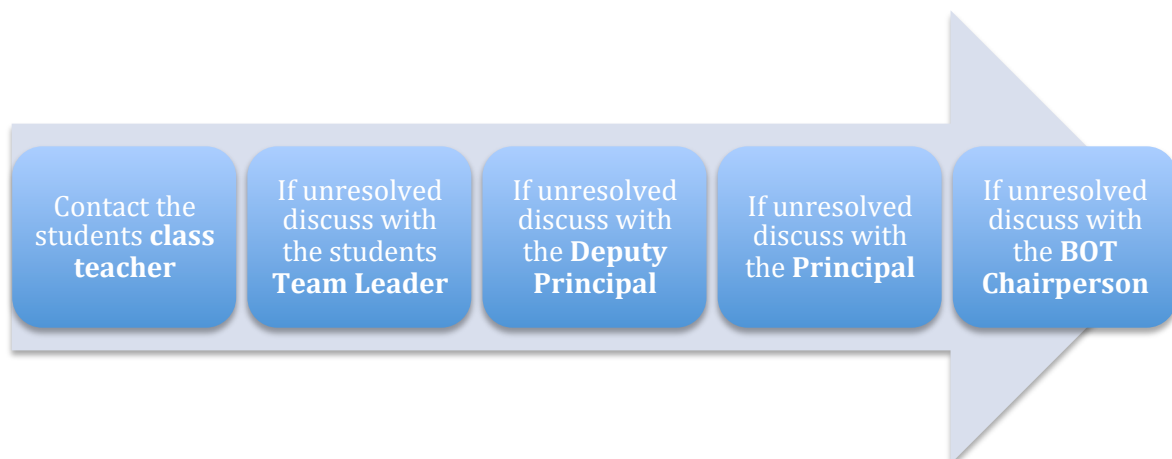
The full Complaints Procedure is available from the school office. Below is a summary of the process that should be followed.

Making an Informal Complaint

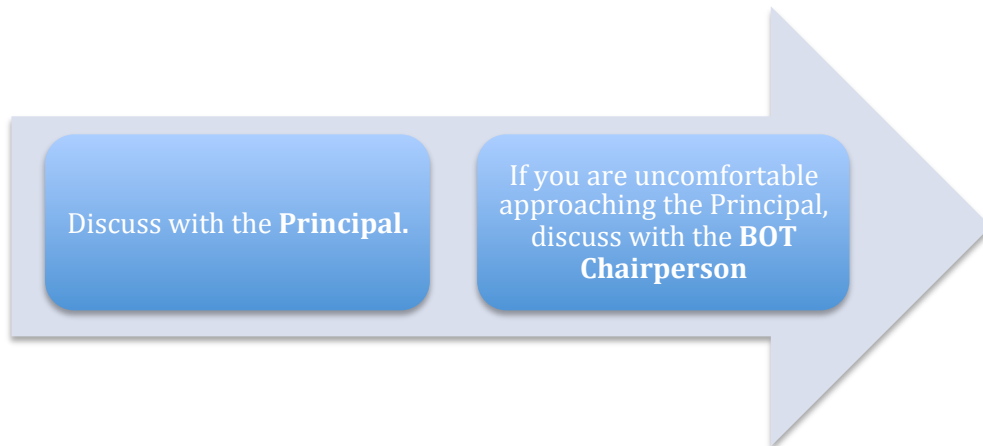
If it is a general Issue or a complaint about a **staff member**;



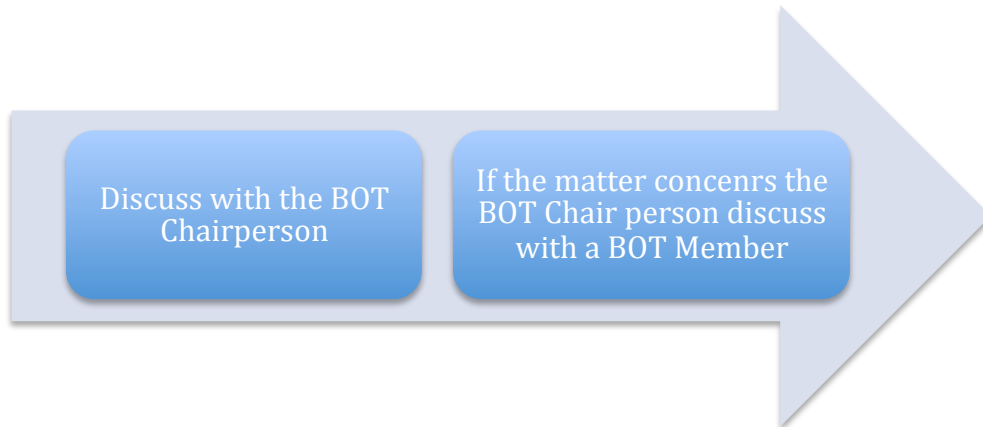
If you have a complaint about one of our **students**



If you have a complaint about the **principal**



If you have a complaint about a **Board of Trustees member**



Making a Formal Complaint

If an informal meeting does not resolve your concern or complaint, you can make a formal complaint.

In the interests of fairness, any formal complaint or serious allegation must be made in writing and resolved in a timely fashion. All parties should respect confidentiality.

When a formal complaint is received, the school may choose to investigate it if it is deemed serious enough to warrant it after considering the initial response from the person the complaint is about. Not all complaints require an investigation.

