

Complaint Resolution

We identify and resolve complaints by directly engaging with the relevant person.

Each person involved in a conflict, has a responsibility to address the difficulties associated with the situation to achieve positive work outcomes.

In the first instance, you should try to resolve issues at the local level.

Your complaint should include information such as:

- Description of the nature of the issue
- Details of the circumstances (who, what, when, why, how)
- Evidence or examples
- Your desired outcome – how your concerns can be resolved

Process		
Students	Family members	Staff & volunteers
1. Discuss complaint with the person. Seek to resolve it respectfully. OR If you feel uncomfortable, speak to someone you feel comfortable with. 2. Allow a reasonable timeframe for issue to be addressed. 3. If unresolved, speak to your family and arrange a time for you and your family to speak with teacher or leaders.	1. Discuss complaint with staff member involved. Seek to resolve it respectfully. 2. Allow reasonable timeframe for issue to be addressed. 3. If not resolved, arrange a time to speak with a school leader. 4. Allow a reasonable time frame for issue to be addressed. For unresolved issues, submit an online form at https://schools-sa.my.site.com/CFU/s/	1. Discuss complaint with the person. Seek to resolve it respectfully. 2. Allow a reasonable timeframe for issue to be addressed. 3. If not resolved, speak to: • Line manager / Principal • Mediator • Union Representative • PAC member Ask their support in addressing the grievance by: • Speaking to the person involved on your behalf • Monitoring the situation • Acting as a mediator 4. If not resolved within a reasonable time, arrange a time to speak to the Education Director.

Note: Staff can refer to DfE 'Resolving employee complaints and requesting reviews guide' for further information

Communication and review

- This policy is published on our school website
- This policy has been reviewed by staff and Governing Council, ratified March 2025
- This policy will be reviewed in 2028 or as necessary

