**COMPLAINTS FORM**

Before making a formal complaint, please read the School’s Complaints and Problem Resolution Policy available at the office.

Parents, students and staff should attempt, in the first instance, to resolve a concern by using a direct and informal approach to the individual concerned wherever possible. If this seems impossible or is found to be unproductive, please approach the School Principal. A formal complaint may be made to the Principal using this form. Only once these options have been explored or if the complaint relates to the Principal, should this form be completed and sent to the school’s Board of Trustees.

If a complaint includes allegations about another individual, that person will be provided with a copy of all relevant documentation, including a copy of this completed complaint form.

Completed complaint forms are to be sent via email or handed in person to the Principal or to a member of the Board of Trustees in a sealed envelope marked ‘Complaint Form, Confidential’.

## your DETAILS

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| --- |
| Full name: |
| Please circle: Student / Parent(s) / Staff |
| If parents of a student, student name and class (If relevant): |

## Contact Details

|  |  |
| --- | --- |
| Home phone number: |  |
| Mobile phone number: |  |
| Email: |  |
| Preferred means of communication (please circle): Home phone / Mobile Phone / Email |  |

## describe your complaint (attach additonal pages if necessary)

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## what steps have you taken to resolve your complaint?

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## what is your desired outcome?

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| Signature(s): | Date: |