



**School  
Dunedin Rudolf Steiner**  
Learning with head, heart and hands

## 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.

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 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

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Mobile phone number:

Email:

Preferred means of communication (please circle): Phone / Email

### DESCRIBE YOUR COMPLAINT (ATTACH ADDITIONAL 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:

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