

Thornton School - Guidelines for Informal Complaints

Our primary goal is to create the best learning environment for the students of our school. We encourage open communication and prefer that parents come and talk through a problem rather than discuss it in the community.

There are recommended guidelines for parents making informal complaints.

1. Discuss the issue with the right person.

- If the matter is a general issue, discuss it with the person concerned or the principal.
- If you have a complaint about a staff member, contact the person involved and discuss the matter. We ask that parents make this direct approach as soon as possible. Be prepared to make a time to discuss your concern if the staff member is unable to talk with you straight away. Be open to listening to the other side of the story to avoid any communication breakdowns. The staff member will inform the principal of this discussion.

If you do not wish to approach the person concerned, contact the principal to resolve the matter. The principal will communicate with the staff member concerned.

- If you have a complaint about one of our students, contact the student's class teacher or the principal to discuss the matter.
- If the matter concerns the principal and you have not resolved it by discussion, or you feel uncomfortable directly approaching the principal, contact the chair of the board of trustees.
- If the matter concerns a board member, contact the chair of the board of trustees, or a board member if it concerns the board chair.

If you complain to a board member initially, you will be encouraged to resolve the issue with the guidelines above, and the board member will inform the principal and board chair.

2. Work towards a resolution.

- In most cases, constructive discussion will resolve the issue.
- If you are unhappy with the outcome of your initial meeting, contact the principal or the board chair to discuss further resolution. They will consider and respond to the complaint as appropriate.

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