

Thornton School - Guidelines for Formal Complaints

If an informal meeting doesn't resolve your concern or complaint, you can make a formal complaint.

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

Follow this process:

Complainant:

Put concerns in writing, either as a signed letter or an email. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include names and phone numbers.

Send the letter marked Confidential to the principal or, if the complaint is about the principal to the chair of the board of trustees. The contact details are available at the school office.

Principal:

Acknowledge receipt of the complaint in writing or by email to the complainant.