



## Disputes & Complaints Policy

### Suggestions

The Principal and staff at Port School support a continuous improvement approach to our school. Suggestions and ideas for improvement made by any parent/guardian/caregiver or agency are welcomed and can be emailed to the Administration or conveyed to a teacher or the Principal.

### Complaints

Concerns and complaints are taken very seriously and there is a process to be followed.

#### *Students:*

- ❖ Can discuss problems immediately with staff.
- ❖ Can make an appointment to speak to the Principal

#### *Parent(s)/Caregivers:*

- ❖ Telephone the Administrator  
Minor concerns or complaints can be directed to the PC teacher then the Principal.
- ❖ The Principal  
Call and speak to the Principal or make an appointment for teaching concerns.
- ❖ The Board of Governors  
Any concerns regarding the Principal can be mailed to the School address marked: 'Attention: Directions Board. Confidential'.

*Written Complaints* to the Principal should be posted to the Port School PO Box address and will be responded to within 7 working days.

On receipt of a letter, a meeting will be scheduled to discuss the concerns and focus on resolution of the matters at hand.

If a satisfactory outcome is not achieved, parents can pass the complaint to the Board.

Another meeting with the Principal and Chairperson will be scheduled to discuss the matter and look at alternative resolutions.

# Port School Complaints Resolution Flowchart

