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

Complaint is received

- Yes
  - Record information in Student File

- No
  - Staff member can deal with the issue

Let parent/guardian or caregiver know if the incident is serious

Principal interviews all parties and investigates the matter. Records are kept of the incident.

Parent/guardian/caregiver (complainant) is contacted to discuss the matter and to resolve the issue (within five days)

- Yes
  - Record information in Student File

- No
  - Refer to Principal

Resolution

Refer to Principal

Let parent/guardian/caregiver know of the complaint in writing

Refer matter/parent to the CEO of the Board

Refer matter to the Board

Resolution

- No
  - Complainant can refer to independent arbiter if not resolved to satisfaction