

Complaints Resolution Pathway for Parents and Carers

SCHOOL

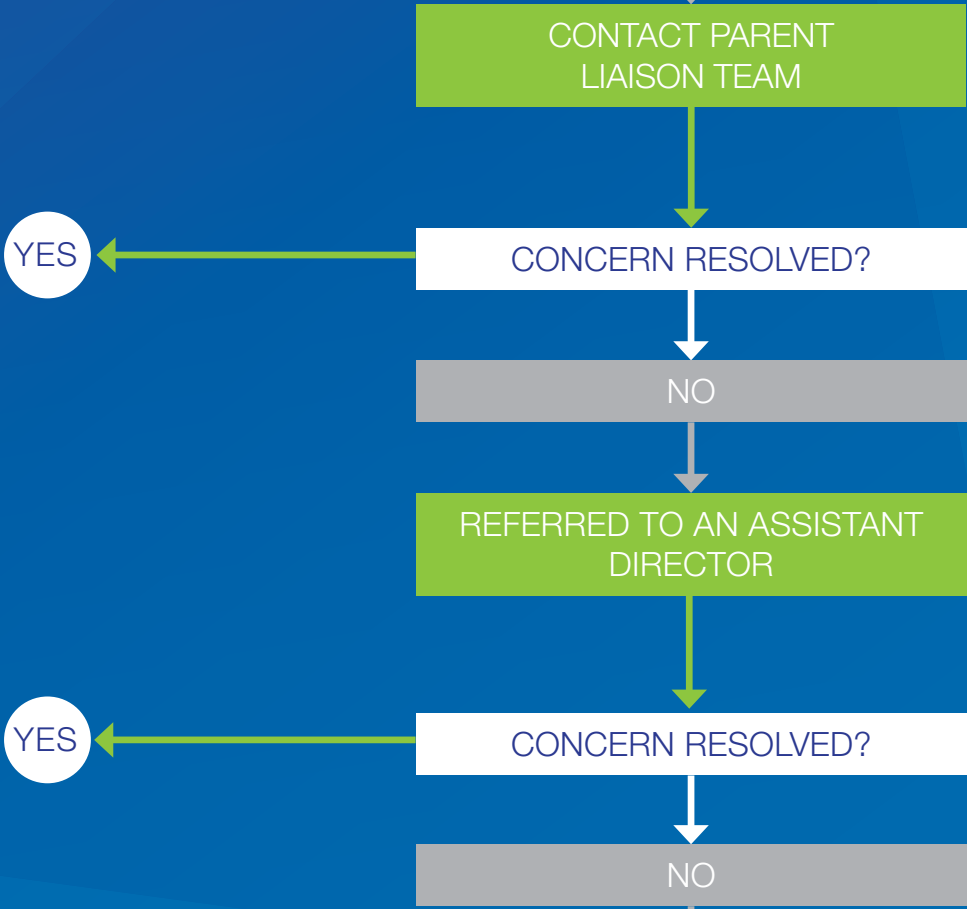


In secondary and larger primary schools, if the matter is not resolved with the teacher, you could be asked to speak with a subject / faculty or student coordinator

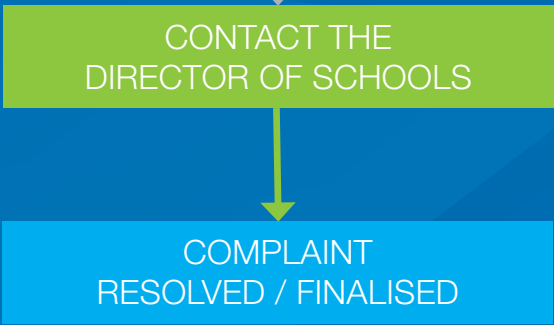


The principal might ask the assistant principal or another staff member to help you, or ask you to speak with your child's teacher if you haven't done this already

CSO



DIRECTOR OF SCHOOLS



When a complaint relates to the Director of Schools, the matter can be referred to the Bishop