

**Big Rock Primary School
Concerns and Complaints
Procedural Flowchart**

Step One

In the first instance of any concern or complaint see your child's teacher. If the outcome is unsatisfactory go to Step Two.

Step Two

If the outcome with your child's teacher was unsatisfactory, please make an appointment with the principal. It is helpful if the principal is made aware in advance of the nature of the concern or complaint.

If your concern or complaint is regarding the principal, please contact the Board Chair. Details are available at the office. (Conditions below also apply)

If, for any reason you do not feel comfortable meeting with the principal, you are encouraged to bring a support person or a member of the Board of Trustees.

If this proves to be unsatisfactory, move to Step Three

Step Three

If the outcome of meeting with the principal was unsuccessful, please write a letter to the Board of Trustees at Attention Chairperson, outlining your concern or complaint and why the outcomes thus far have been unsuccessful. Your letter will be addressed by a Board of Trustees Sub-Committee that will include the Board Chair, either the principal or staff representative on the Board (Whichever is appropriate) and another Board member

Step Four

If you feel that your concern or complaint has still not been met, please advise either the Board Chair or Principal (or both) and a mediation meeting will be set up. This meeting will include Board Chair, Principal (Or Staff representative) another Board member, yourself and any appropriate support person you choose.

Step Five

If after the four steps above you are not satisfied with the outcome, you should contact the Ministry of Education.