

Parents and Students

Do you have a

Question or

Concern?

WHERE DO YOU START?

- STEP 1** **Make** an **appointment** with your **student's teacher** to discuss your enquiry or concern. Personally contact your student's class or subject teacher for a suitable time to **meet and discuss** your questions or concerns.
- STEP 2** **Meet** with your **student's teacher** to discuss your enquiry/ concern. **Come** to the meeting **prepared** with ALL the necessary information.
- STEP 3** **Talk** with **Head Teacher** to discuss your enquiry or concern. If your issue is not resolved with the teacher, then **arrange to meet and discuss your concerns** with your School Co-ordinator or Head of Faculty.
- STEP 4** **Discuss** your enquiry or concern with the **Deputy Principal**. If your question or concern is still unresolved, **make an appointment with the Deputy Principal**. Prior to this meeting, please email the Deputy Principal a copy of your completed **Written Complaint Form**.
- STEP 5** **Discuss** your enquiry or concern with the **Principal**. If your question or concern is still unresolved, **make an appointment with the Principal**. Prior to this meeting, please email the Principal a copy of your completed **Written Complaint Form**.

