

**Procedures**

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| Title | Complaints |
| Category | Complaints management |
| Document ID | 3.9 |
| Version | 1.0 |
| Date | 10/01/25 |
| Purpose | **Complaint and Grievance Procedure**  **To be included in information for parents’ document**  **For all complaints and grievances:**   * Parents are advised of this procedure upon enrollment. * Parents should contact the Principal directly to discuss any concerns. This can be done via phone or in-person. * In cases of escalated emotions or anger from parents, the teacher will:   + Stop the conversation.   + Protect the child if present.   + Request assistance from other staff if needed.   + Redirect the parent to contact the Principal directly. * For non-urgent matters, a formal meeting can be scheduled with the Principal. * All incidents should be immediately note by the teacher and reported to the college administration. This report should be dictated immediately by phone message to the principal. * A brief note of the incident should be added to the student's file. |
| Audience | ESB  School information brochure |
| Registration requirement | To satisfy the requirements of the ESB for registration as a school |
| Responsible person | Principal |
| Sign off by | Charity Board Chair, Capt Arthur Jones |
| Next review date | Sept 2027 |
| URL |  |