

**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.
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| Audience | ESBSchool 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 |  |