



Section: **Parents and Volunteers**
Policy #: **3011**
Policy: **Procedure for Handling Parental Complaints of a Non-personnel Nature**

Date Approved: November 20, 2004
Revision Dates: May 27, 2006

Procedure for Handling Parental Complaints of a Non-Personnel Nature

1. The parent(s) with a concern should first contact the teacher about the matter.
2. If no solution is found in this way, the parent(s) should bring the concern to the Principal.
3. If still not satisfied after involving the Principal, the parent(s) should write to the School Council stating the concern and the action taken to date.
4. If the matter is still not satisfactorily resolved, the parent(s) should contact the Superintendent of Schools in writing.
5. If the matter is not resolved at this level, a further appeal, in writing, may be made to the Diocesan Appeals Committee through the Vicar of Education.