

NO

Raglan Area School Concerns Process

Your concern or problem involves a classroom matter, or a particular staff member.

YES

Starting Point

Make an appointment with the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is.

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than 1 meeting, and/or involve the Assistant Principal.

Provide feedback to the staff member as to whether you were satisfied or not, to ensure the problem is settled.

Issue resolved

Your concern or problem does not involve a classroom matter or particular staff member, OR has not been resolved by visiting the staff member.

Make an appointment with the Principal and make a time to discuss the concern or problem. Indicate before the discussion what the concern is about, and the steps you have taken to remedy it.

Discuss with the Principal, be prepared to listen to their point of view also, and provide feedback to ensure the problem is settled. The concern may be referred back to the staff member(s) particularly where this process has not been followed.

Issue resolved? Yes NO FURTHER ACTION REQURIED Yes

NO

Your concern or problem has not been resolved by visiting the staff member or the Principal, OR it involves the Board of Trustees

Read the Complaints process for the Board.

Write to the Board of Trustees, via the chairperson, outlining your problem, concern or complaint in detail, and all actions taken to date. The chairperson will need to ensure the correct process has been followed before the Board will consider and may direct you back to the staff member or Principal.

Include your name, signature and contact numbers. Your complaint will be acknowledged along with an expected timeframe for resolution.