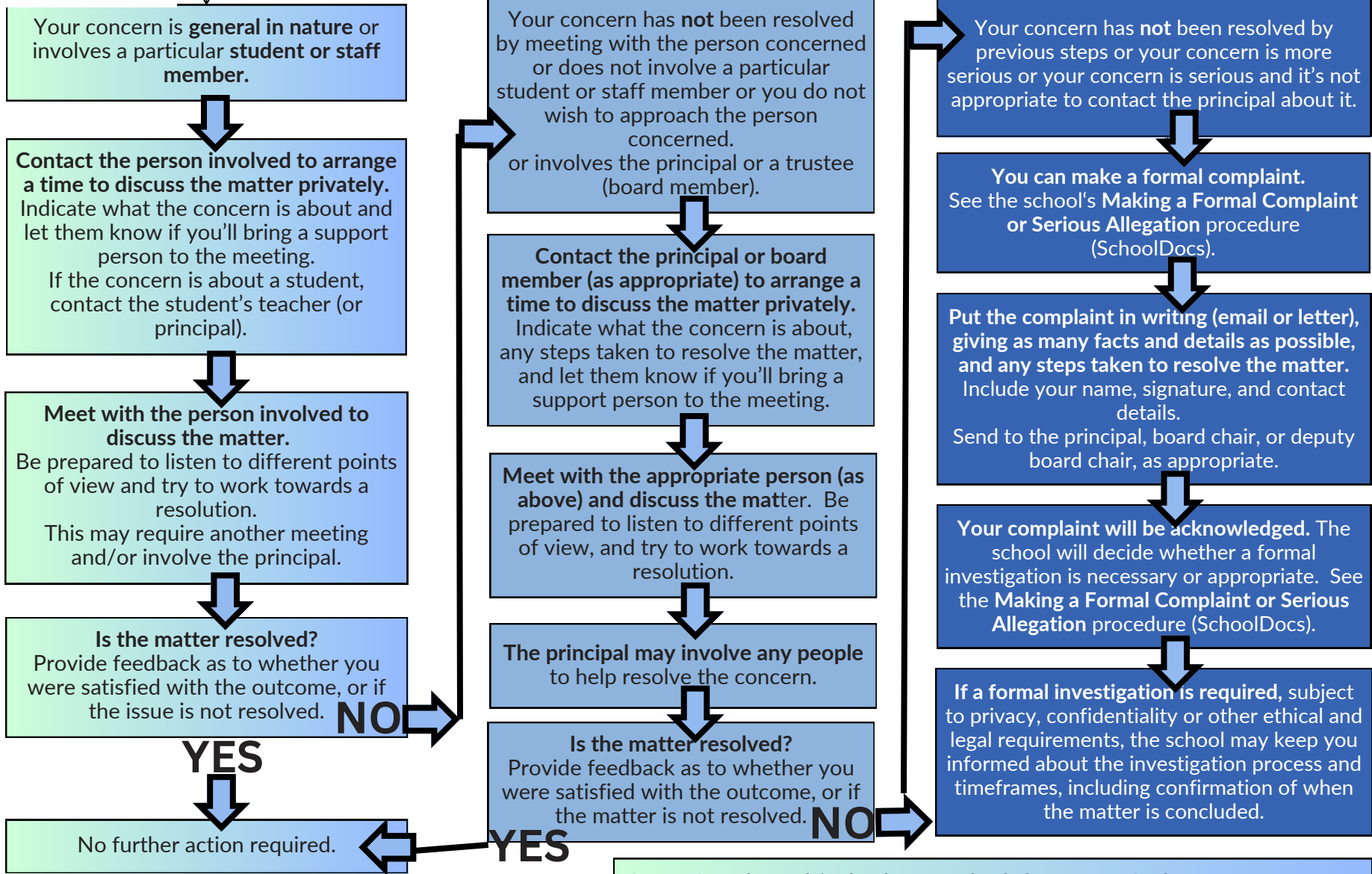


CONCERNS & COMPLAINTS



Most concerns can be resolved informally by discussions with the people concerned.



NB: Unless there are exceptional circumstances, a **complaint will not be considered unless the correct process has been followed.** You may be directed back to the staff member or principal to follow the process.

Once a formal complaint has been resolved, there are no further avenues to pursue the complaint with the school. If you are not satisfied with the outcome of your complaint, you are encouraged to take advice and may wish to consider contacting other agencies. See the school's **Making a Formal Complaint or Serious Allegation procedure (SchoolDocs).**