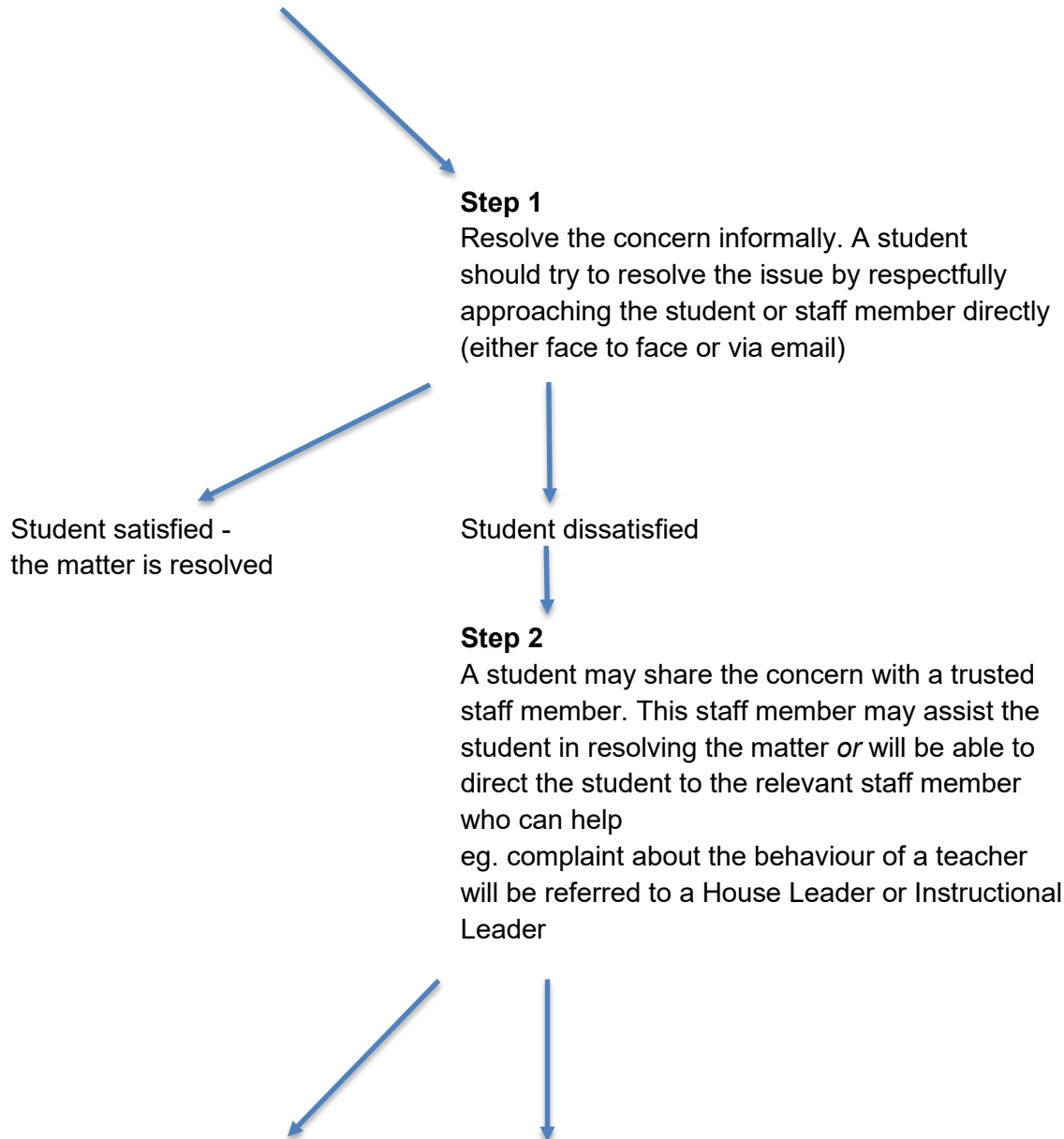


COMPLAINTS RESOLUTION PROCESS FOR STUDENTS

Student has a complaint (note: complaints of a serious nature may be escalated to the Deputy Principal or Principal directly)



An example:

I feel that my teacher does not provide enough clarification on the subject content. It's often challenging to understand the concepts, and when I ask questions, the teacher tends to dismiss them or give vague answers. This lack of clear explanation is affecting my ability to perform well in the class.

Step 1

I speak to my HGT who helps me to draft an email to my subject teacher explaining my concerns.

The teacher saw me after receiving the email and told me to stop wasting time and be more attentive in class. Nothing changed in class.

I am dissatisfied

Step 2

I speak to my HGT again. She directs me to an Instructional Leader who works with my teacher. I speak to her and she arranges for a mediation between the teacher and I. At the mediation, the teacher and I both speak about how we are feeling and come up with some agreed behaviours.

The matter is resolved as the teacher is now checking for understanding regularly with me and is answering my questions.

Student satisfied -
the matter is resolved

Student dissatisfied

Step 3

The student will have the support of a Leadership Team member to resolve the complaint eg. Head of Students or Head of Learning & Teaching

Student satisfied -
the matter is resolved

Student dissatisfied

Step 4

The matter will be escalated to the Deputy Principal or Principal