

Silver Fern International School Policy

Policy Name Complaint Procedure

Policy Number AP006.01

Effective Date 01/08/2015

Review Date 01/08/2017

Purpose This policy describes the procedure to be followed for parents where there is construed to be a complaint against a teacher.

- Procedures**
1. In the first instance the parent will contact the teacher directly (and hopefully thereafter) until the problem is resolved.
 2. If the concern continues, the parent will have an interview with the teacher and the Principal together to look at the situation in its widest context.
 3. If the problem lingers unresolved over a length of time the Principal will speak to the parent clearly outlining the school's viewpoint, strategies and intended direction for the future.
 4. If the parent remains unhappy, the final stage is to either speak directly with the Manager/Director or to withdraw the child forthwith.

