Complaints Handling Procedure  
updated April 2020

**STUDENT COMPLAINT**

Complaint raised with Classroom Teacher or Teacher on duty

Hurt caused with INTENT?

Office notified
Principal/Deputy Principal facilitates Restorative dialogue with student/s

Teacher facilitates Restorative Chat with students

Successful resolution achieved?

Ongoing monitoring of situation by Classroom Teacher. Parents informed of complaint and agreement put in place.

For more detail on possible outcomes, depending on severity, please refer to the school's Behaviour Consequences Flow Chart

**PARENT/CARER COMPLAINT**

Complaint raised with Classroom Teacher

Teacher works to resolve issue

Successful resolution achieved?

Complaint raised with Principal/Deputy via phone, in person or in writing

Teacher follows up and check-ins with parent/carer at agreed interval

Restorative meeting held between parent, Principal/Deputy and Classroom Teacher (if appropriate)

Successful resolution achieved?

Complaint referred to the School Board in writing

Follow up and check-in with parent/carer at agreed interval

Conciliation Committee established with the aim of reaching a positive outcome & agreement.

**A full copy of The River School's Complaints Handling and Behaviour Policies can be obtained from the school office or the school website.**

www.riverschool.com.au

**Note:** Our P&F Committee can be contacted regarding general concerns, questions & ideas that affect the whole class – please speak with your class parent representative.