

- Follow biblical principles found in Matthew 18:15, James 1:19 and 1 Peter 4:8
- The first person you should see regarding your concern is the person closest to the problem.
- We ask that staff show respect for you and that you show respect for them.
- Problems should not be discussed in front of children – either at school or at home.
- If you have concerns regarding a student must approach the school NOT the student or their parents.
- We will only know of your concern if you tell us.
- Pray for wisdom before contacting the staff member and prior to your meeting.
- Come with an open mind and willingness to listen to a different point of view.

This sheet is designed to help parents understand what to do if you are concerned about some aspect of the school. The school encourages open communication and prefers that you come to talk through a problem rather than discuss it in the community. It is our job to be fair and to listen to your concerns, but this involves your support as well. We hope that these guidelines are helpful so you can feel confident to approach us.

This brochure reflects the procedure contained in the “Disputes Resolution Policy”

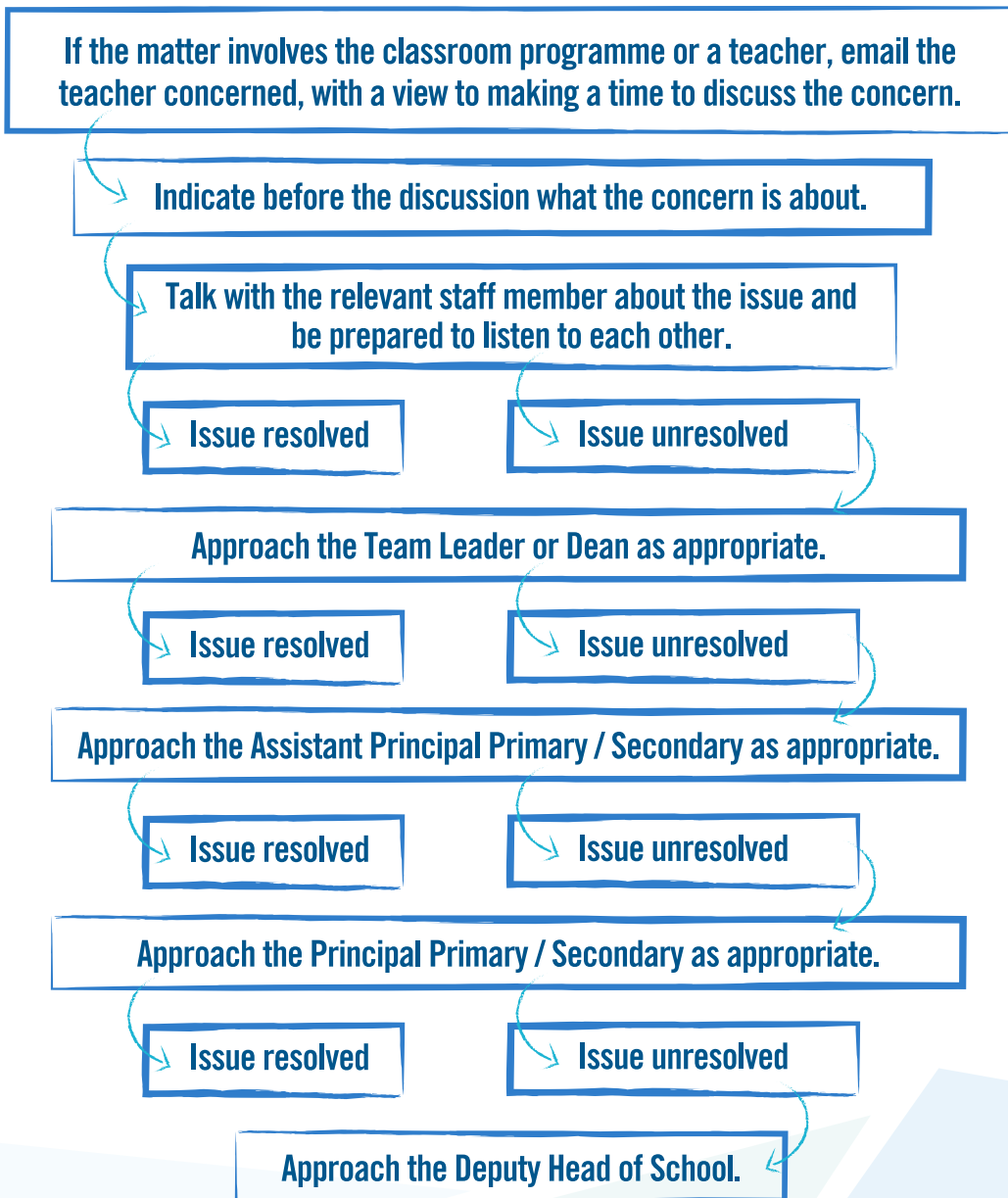
# COMMUNICATING YOUR CONCERNS OR COMPLAINTS



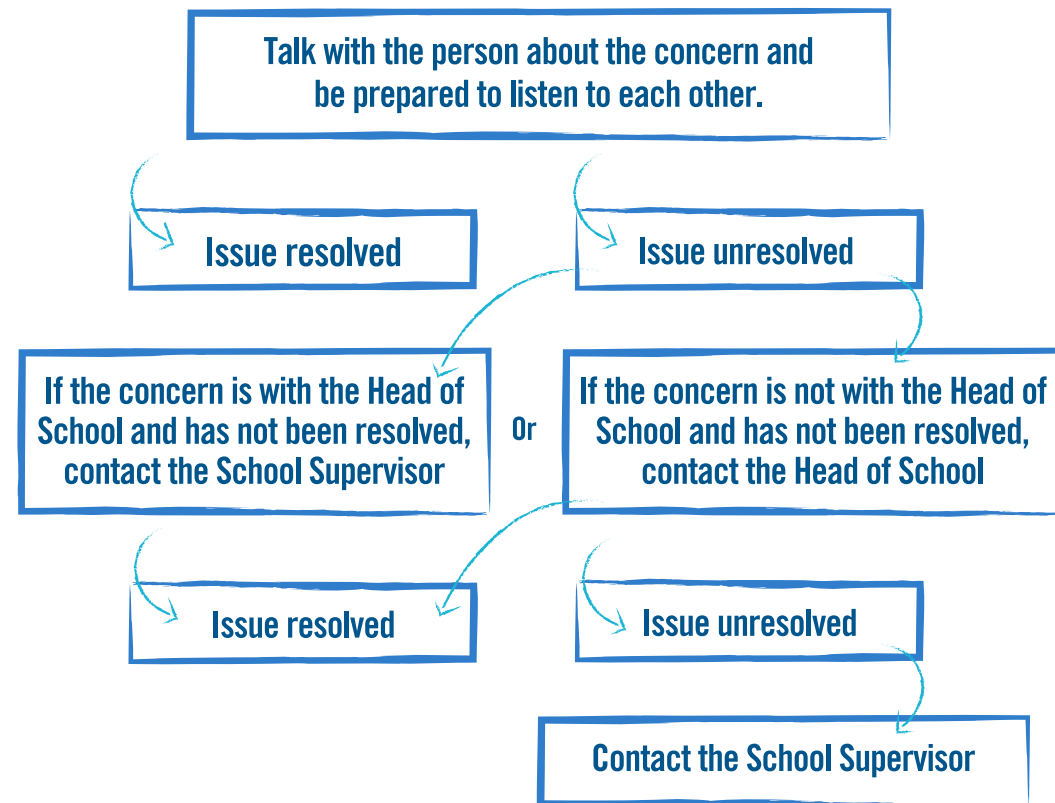
*“...be quick to listen, be slow to speak, slow to become angry.”*

*- James 1:19 -*

## What do I do if I have a concern?



## Concerns with school senior leadership



### Note:

1. In general, where there is a concern with any staff member you should in the first instance discuss the issue with that person.
2. It is school policy for all staff to respond promptly to parental concerns and provide feedback on action planned.