



Solving Problems

Our aim is to work together to provide an education that is creative, nurturing and academic. When problems arise, our aim is always to work together towards finding a positive resolution. You will assist us with this aim by following the steps listed below:

The first step, wherever possible, is to directly contact the person involved.

If the problem involves your child's experiences at the school

- a.) Contact the teacher involved to discuss the issue.
- b.) Then, if the problem has not been resolved, contact the Deputy Principal (High School) or the Director K-6 (Early Childhood and Primary School)
- c.) Then, if the problem has still not been resolved, contact the Principal.
- d.) Then, if you believe that you have been adversely affected by a decision or action because it is unfair and/or unreasonable, lodge a grievance with the Principal in accordance with our Grievance Policy and Procedure.

If the problem involves any part of the administration of the school.

- a.) Contact the person involved to discuss the issue.
- b.) Then, if the problem has not been resolved, contact the Principal.
- c.) Then, if you believe that you have been adversely affected by a decision or action because it is unfair and/or unreasonable, lodge a grievance with the Principal in accordance with our Grievance Policy and Procedure.

If the problem involves the Deputy Principal or the Director K-6:

- a.) Contact the person involved to discuss the issue.
- b.) Then, if the problem has not been resolved, contact the Principal.
- c.) Then, if you believe that you have been adversely affected by a decision or action because it is unfair and/or unreasonable, lodge a grievance with the Principal in accordance with our Grievance Policy and Procedure.

If the problem involves the Principal:

- a.) Contact the Principal to discuss the issue.
- b.) Then, if the problem has not been resolved, contact the Chairperson of the Board.
- c.) Then, if you believe that you have been adversely affected by a decision or action because it is unfair and/or unreasonable, lodge a grievance with the Board of Directors in accordance with our Grievance Policy.

If the problem involves a Director of the Board (in their capacity as a Director):

- d.) Contact the person involved to discuss the issue.
- e.) Then, if the problem has not been resolved, contact the Chairperson of the Board.
- f.) Then, if you believe that you have been adversely affected by a decision or action because it is unfair and/or unreasonable, lodge a grievance with the Board of Directors in accordance with our Grievance Policy and Procedure.

Please note that if the problem involves an allegation of reportable conduct (including any child protection matters) please contact the Principal directly.