



**CARNARVON  
CHRISTIAN SCHOOL**  
"Walk as Children of Light"

## COMPLAINTS & DISPUTES RESOLUTION LEAFLET; CCS PARENTS & GUARDIANS

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### PREAMBLE

Carnarvon Christian School [CCS] welcomes suggestions and comments from parents and takes complaints and concerns raised seriously. This leaflet will show you how to use the CCS complaints system.

We wish to ensure that:

- All issues are to be addressed in a way that seeks a genuine resolution for all parties involved and in a manner that is glorifying to God;
- Parents wishing to make a complaint / raise an issue know how to do so [ see details and flowchart below ];
- We respond to complaints within a reasonable time and in a courteous and efficient way;
- Parents will realise that we listen and take complaints seriously;
- Where required / or is appropriate, follow up action will occur promptly;
- Complainants will be informed of follow up actions providing there is no privacy issue involved.

*All CCS Staff are very happy to have you politely raise any problems, issues or grievances with them. Please do so with the staff member concerned, as soon as possible after the issue has occurred, in order to prevent the issue escalating or causing you or your family distress. We genuinely seek to keep an encouraging, open and approachable work place for the whole of the CCS school community.*

"HOW SHOULD I RAISE CONCERNS OR COMPLAINTS?"

### CARNARVON CHRISTIAN SCHOOL'S COMPLAINTS & DISPUTES PROCEDURE

Step 1a: CCS follows the Biblical approach in each grievance case and requests that you prayerfully approach the person involved, in the first instance, and to voice your complaint or issue directly to them in order for a resolution to occur quickly. This therefore gives both parties the opportunity to clear up, explain or clarify the issue immediately and in a respectful way. Members of staff will be happy to sit and discuss the issues raised by you in this informal setting.

Step 1b: If the issue cannot be resolved in this first instance, with the staff member directly involved, please ask for a second meeting. This will give both parties more time to think and pray about a resolution for the issue. You may also ask the Deputy Principal or Senior teacher to assist in reaching a satisfactory outcome. They will mediate at the second informal meeting along with you and the staff member, to assist in finding a resolution for the issue raised.



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Step 2: If there is still no resolution then this senior staff member will inform the Principal of CCS who will arrange a time to meet with you informally to attempt further to resolve the issue to your satisfaction.

Step 3: If you are still not satisfied with the outcome of this meeting, then you are asked to put your complaint formally into writing and address it to the Principal who will then call a formal meeting of all those involved. The meeting will seek to address and resolve the issue. Please note that you are more than welcome to ask a support person to accompany you to the meeting but they are to have no contribution to the meeting other than to offer you support.

Step 4: If no resolution is forthcoming / or to your satisfaction, then the Principal will offer to refer the matter to the Board Chairperson. Alternatively, you may wish to write directly to the Chairperson yourself. The Chairperson will call for a full report from the Principal and will examine matters thoroughly before responding. This may result in a positive solution, but if it does not, the Chairperson will invite you to a meeting. Again please feel free to ask a supportive friend to attend also.

Step 5: If this meeting does not bring about a resolution, then the matter would be referred to the School's Conciliatory Arbitrator. It is their task to look at the issues in an impartial and confidential manner. The Arbitrator will invite you to a meeting. As with the Chairperson's meeting, you will be invited to bring a support friend of your choice with you.



**SOME COMMON QUESTIONS PARENTS RAISE FROM TIME TO TIME;**

| PARENT'S QUESTIONS  | CCS'S RESPONSE  |
|---|---|
| <b>"I AM NOT SURE WHETHER TO COMPLAIN OR NOT."</b>                        | If as parents/guardians, you have concerns, you are more than welcome to raise them. Even if in doubt please contact the School so that we can help resolve the concern. Please refer to the prior 'Complaints & Disputes Procedure Information' or the following flowchart on how to go about this.  |
| <b>"I DON'T WANT TO COMPLAIN, BUT THERE IS SOMETHING BOTHERING ME..."</b> | The School is here for you and your child, and we want to hear your views and your ideas. Contact the relevant staff member to discuss the issue.   |
| <b>"WHAT WILL HAPPEN NEXT?"</b>   | If you raise your issues face-to-face with the staff member involved, or by telephone, there is a much greater chance the issue can be resolved immediately and to your satisfaction. Please refer to the prior 'Complaints & Disputes Procedure Information' or to the following flowchart.  |
| <b>"WHAT HAPPENS ABOUT CONFIDENTIALITY?"</b>                              | <p>Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to those directly involved. The Principal and Board Chairperson may also need to be informed if the CCS resolution process does not achieve an outcome to your satisfaction. It is the School's policy that complaints made by parents will not rebound adversely on their children.</p> <p>We cannot entirely rule out the need to make third parties outside the School aware of the complaint and possibly also the identity of those involved. However, this would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the Police. You would be kept fully informed.</p> <p>While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints will not be pursued.</p> <p>Any action needed to be taken under staff disciplinary procedures as a result of complaints would be handled confidentially within the School.</p> |
| <b>"WHAT IF I AM NOT SATISFIED WITH THE OUTCOME?"</b>                     | <p>We sincerely hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.</p> <p>If you are not satisfied however, the following steps would then be formal meetings with the Principal, then Chairperson then as a final step with the school's Arbitrator. At each step the aim is to reach a genuine resolution for all parties involved and in a manner that glorifies God.</p>   |

*At the end of this policy document is a flowchart summarises the information in this leaflet.*



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