**COMPLAINTS FORM**

Before making a formal complaint, please read the Complaints and Problem Resolution Policy and Procedure which is available at the office.

Parents, students and staff should attempt, in the first instance, to resolve a concern by using a direct and informal approach to the individual concerned wherever possible. If this seems impossible or is found to be unproductive, please approach the kindergarten head teacher to whom a formal complaint can be made using this form. Only once these options have been explored or if the complaint is concerned with a member of the school’s management team, should this form be completed and sent to the Proprietors Trust.

If a complaint includes allegations about another individual, that person will be provided with a copy of all relevant documentation, including a copy of this completed complaint form.

Completed complaint forms are to be sent via email or handed in person to the Kindergarten Head Teacher or a member of the Proprietors Trust in a sealed envelope marked ‘Complaint Form, Confidential’.

## your DETAILS

|  |
| --- |
| Full name: |
| Please circle: Student / Parent(s) / Staff |
| If parents of a student, student name and class (If relevant): |

## Contact Details

|  |  |
| --- | --- |
| Home phone number: |  |
| Mobile phone number: |  |
| Email: |  |
| Preferred means of communication (please circle): Home phone / Mobile Phone / Email |  |

## describe your complaint (attach additonal pages if necessary)

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

## what steps have you taken to resolve your complaint?

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

## what is your desired outcome?

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |
|  |
|  |

|  |  |
| --- | --- |
| Signature(s): | Date: |