

# Complaints Resolution Pathway for Parents and Carers

## SCHOOL



▶ In secondary and larger primary schools, if the matter is not resolved with the teacher, you could be asked to speak with a subject / faculty or student coordinator

Parent complaints are addressed by the school in the first instance

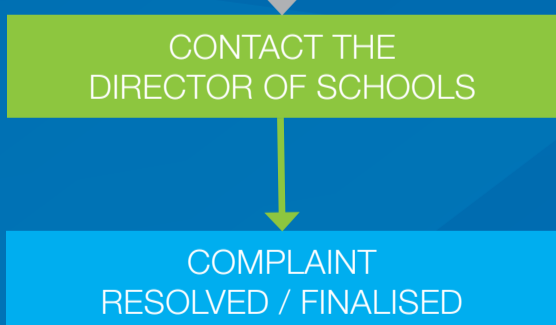


▶ The principal might ask the assistant principal or another staff member to help you, or ask you to speak with your child's teacher if you haven't done this already

## CSO



## DIRECTOR OF SCHOOLS



When a complaint relates to the Director of Schools, the matter can be referred to the Bishop