

SUNEDEN SPECIALIST SCHOOL
PARENT CONCERNS AND COMPLAINTS POLICY
A GUIDE FOR PARENTS



Suneden values the health, safety and wellbeing of all members of the school community and is committed to the development and maintenance of positive and respectful relationships with students and their families.

We recognise that sometimes things go wrong and we are committed to working together with you to resolve any concerns or complaints in a positive and considerate manner, helping us to improve our services to the Suneden community.

If you have an unresolved issue or complaint, please follow the steps as outlined below.

Steps to take if you have a concern

1. Discuss your concerns with your child's teacher first. Many concerns may be due to a misunderstanding and/or issues relating to communication. In the majority of cases, these can be satisfactorily resolved informally and quickly with a conversation. It is important to maintain positive relationships between parents and staff.
2. If your concern cannot be informally resolved in this way, or if the concern is of a more serious nature, please make an appointment to discuss the issue with the Principal. The Principal may be able to offer an immediate/ prompt resolution or be able to make recommendations.
3. If this initial meeting with the Principal does not resolve your concern, then a Mediation meeting will be organised. This meeting will include the parent with the concern, the staff member(s) involved, the Principal and any support people for either the parent or the staff member.
4. If your concern is about the Principal, and you feel that the matter cannot be otherwise resolved, then you may choose to put your complaint in writing to the Chairperson, Suneden Specialist School Board of Management.

We understand that it can be difficult coming forward and expressing your concerns or making a complaint, however we assure you that you will be treated with respect, courtesy, and consideration.

Your concern or complaint will be listened to, taken seriously, and resolved fairly, reasonably and promptly.

Please note that as an Independent school, neither the Minister for Education nor the Department of Education have any power to directly intervene in any complaints relating to the operations of Suneden.

