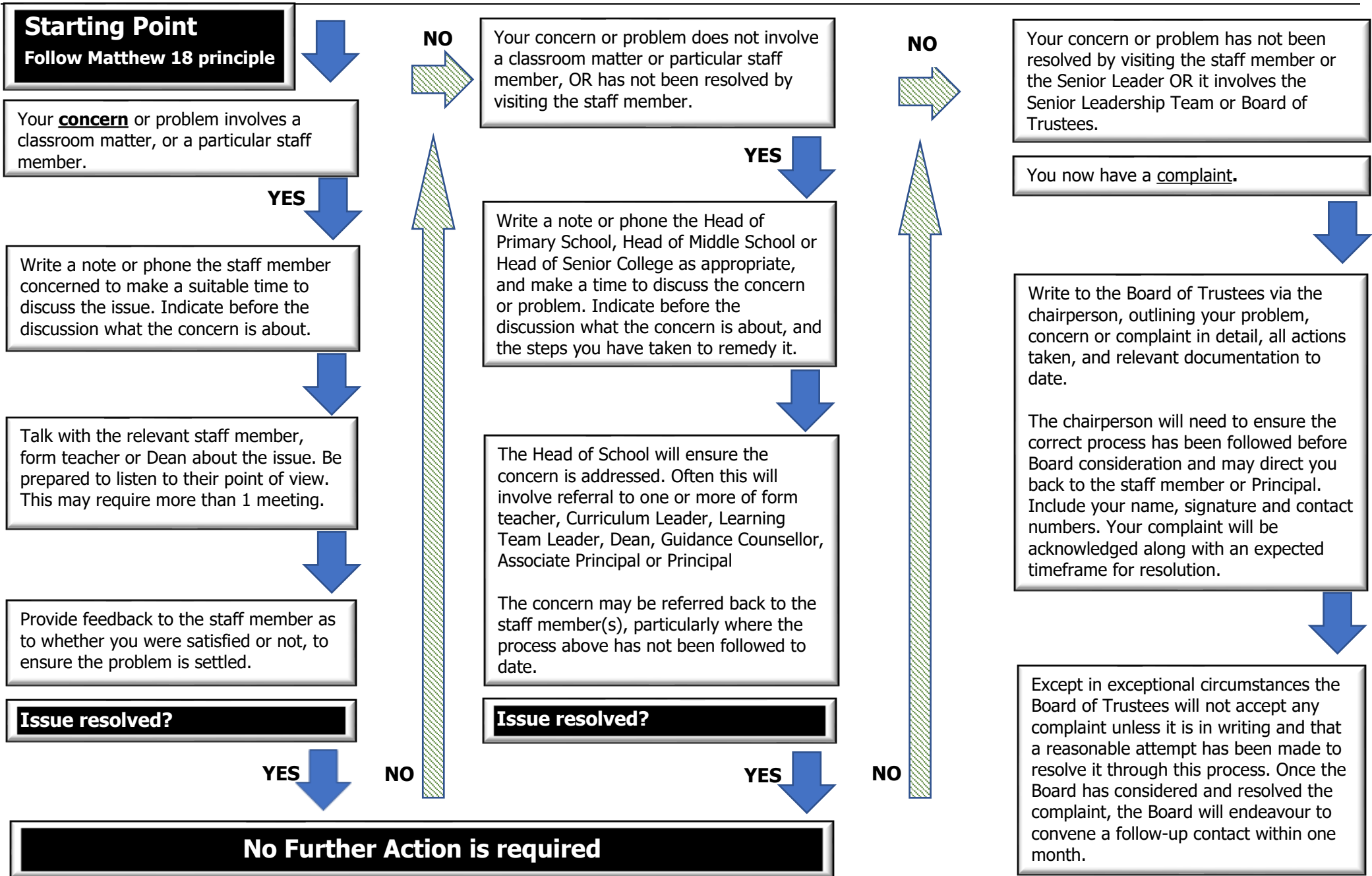




# Procedure for dealing with Concerns or Complaints at School |



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## Handy | Hints |

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- Approach a teacher with your concern when they are not teaching
- Problems should not be discussed in front of children – either at school or at home
- We ask that staff show respect for you and ask that you show respect for them
- The first person you should see regarding your concern is the person closest to the problem
- If you have concerns regarding a pupil you must approach the school NOT the pupil
- We will only know of your concern if you tell us

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## Concerns or Complaints | Guidelines |

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- This sheet is designed to help parents and guardians understand what to do if you are concerned about some aspect of the school or if you have a complaint
- The school encourages open communication and prefers that you come to talk through a problem rather than discuss it in the community
- It is our job to be fair and to listen to your concerns but this involves your support as well
- We hope that these guidelines are helpful so you can feel confident to approach us

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**Middleton Grange School**  
03 348 9826  
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## Middleton Grange | School |

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Middleton Grange School |

# Communicating your Concerns or Complaints

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*Be quick to listen,  
Be slow to speak,  
Slow to become angry*

James 1:19

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