**Parental Complaints Procedures (PCP)**

The steps are as follows:

**Stage 1 – Within the school**

* Parent and Teacher try to resolve the issue
* Principal becomes involved to try to resolve the issue – 5 days allowed

**Stage 2 – Chairperson of BoM - Informal**

* Parents writes to Chairperson, outlining the issue
* Chairperson notifies the Teacher of the nature of the complaint tries informally to resolve the issue

**Stage 3 - Chairperson of BoM - Formal**

* Chairperson provides a copy of the written complaint to the Teacher
* Chairperson formally meets the Teacher to try to resolve the issue – 10 days

**Stage 4 – BoM**

* Chairperson reports to the BoM
* BoM decides that the complaint is not substantiated – no further action and Parent and Teacher are informed by the BoM – 3 days
* BoM decides that the complaint is substantiated – BoM investigates the complaint

**Stage 5 – Decision**

* The BoM issues a binding decision – 5 days