Complaints Flowchart

BETHEL CHRISTIAN SCHOOL

At Bethel Christian School, we are committed to dealing with any complaints, concerns or issues that may arise with fair, efficient and thorough Peacewise processes.

We are dedicated to working with you to reach a resolution that is in the best interests of students, reflects our School values and promotes the restoration of relationships between all members of the School community.

We see healthy dispute resolution as an essential part of a student's learning and growth and we are willing to support students, parents and guardians through the Peacewise process. We provide all families with Peacewise packs and resources, and Peacewise counselling if necessary.

COMPLAINT OR CONCERN

If you have a complaint or concern about the School, follow this flow chart and:

- Communicate honestly;
- Deal with others respectfully;
- Follow our Peacewise processes;
- Cooperate with the School; and
- Do your part to resolve the issue promptly.

If your complaint is about anyone in the School, please continue to **2.**

If you have a serious issue, a School wide issue or it is not appropriate to speak to the person involved, please skip straight to **4.**

SPEAK TO THE PERSON INVOLVED

Your first step should always be to speak to the person or other people involved and try to resolve the issue informally and peacefully, if it is safe and appropriate to do so.

Please do not gossip or talk about the issue with others who are not involved, whether in person or online.

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CLASS TEACHER

Please make an appointment to see the classroom teacher or the staff member responsible for that area of the School.

Raise your concerns, work through the issues together in a fair and peaceful way and try to find a resolution with them.

THE PRINCIPAL AND LEADERSHIP TEAM

Please contact the School Office to make an appointment with the Principal and/or Leadership Team about your complaint.

They will listen to you, work together with you and help you to sort through the issues and aim to reach a resolution.

You need to communicate openly with the Principal and School Leadership and fully engage and participate in the Peacewise processes in good faith. You need to work together to try to find a workable solution together.

You may complete a formal grievance form at this stage.

THE BOARD CHAIR

If the complaint cannot be resolved, and only after all avenues with the School have been exhausted, the next step is to write a formal letter to the Board Chair and submit it through the School Office.

CONCILIATION COMMITTEE

At this stage, the School's conciliation committee is responsible for resolving disputes by following Peacewise principles.

ARBITRATION

As a final step, an external arbiter may be engaged to step in and settle the dispute by making a decision that is final and binding on all parties. You will be responsible for all costs.

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