

Flowchart for Complaints about School Leadership



At Bethel Christian School, we take complaints about School Leadership very seriously and we are committed to dealing with any complaints, concerns or issues that may arise with fair and efficient 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.

1

COMPLAINT OR CONCERN

If you have a complaint or concern about School Leadership, 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 someone in School Leadership, continue to **2**.

If it is a School wide issue or it is not appropriate to speak to the person involved, please skip to **3**.

2

SPEAK DIRECTLY TO THE PERSON YOU HAVE A COMPLAINT AGAINST

Please make an appointment to see the person that you have a complaint against to discuss your issue.

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

Please refrain from gossiping or speaking about the issue with others who are not involved, either in person or online.

3

THE PRINCIPAL AND LEADERSHIP TEAM

Please contact the School Office to make an appointment with the Principal and Leadership Team about your complaint. They will listen to your concerns and help you to sort through the core issues and aim towards reaching an appropriate and mutually acceptable resolution.

You need to work together with the School during the Peacewise process and always communicate openly and honestly with the Principal and School Leadership. Please engage and fully participate in the process in good faith. Please do your part to resolve the issue.

You may complete a formal grievance form at this stage.

4

THE BOARD CHAIR

If the complaint cannot be resolved, 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.

5

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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