

Austin Cove Baptist College
COMPLAINTS PROCEDURE

A complaint will be treated as an expression of genuine dissatisfaction that needs a response. All complaints are confidential.

Contact School Administration.
Be clear as possible about what is troubling you and what department is involved e.g. homework, teacher, uniform.
Response will be made within five working days.

Complaint or concern
(what is being taught, academic standards) referred to
Teacher or Head of Learning Area

Complaint or concern
(bullying, student pastoral care, behaviour management) referred to
Teacher or Head of Year

If required further follow up referred to the Deputy Principal (Curriculum)

If required further follow up referred to the Deputy Principal (Student Services)

Complaint or concern regarding particular teacher, referred to Principal

If required further follow up referred to Principal

If complaint is not resolved full report will be submitted to Chairman of the Board

Independent Review of the Complaint

Feedback