

Complaints Process

What will be done about my complaint?

Once we have spoken to you we may need to do more investigation. We will ask if you would like to be kept informed while we do this.

How will I know my complaint is being dealt with?

We will contact you as soon as we can and within 3 working days of receiving your complaint to talk to you about it.

Yes, I want to know what's going on.

The staff will give you updates about how your complaint is being handled. We will try to solve the problem within 15 working days and will be told when and how it has been solved.

I don't want to know what happens.

If you don't want regular updates that is okay. We will try to solve the problem within 15 working days. When the problem has been solved the Commissioner will contact you to explain what happened.

What if I'm still not happy?

If you are not happy with the result you can contact the Chair of the School Board. Information about this will be provided to you.