
Concerns, Complaints and Disputes

Lance Holt School aims to build a culture of openness to receiving feedback and working with a transparent complaints process. We welcome feedback that assists the school to operate in the best interests of our students.

Child Friendly Complaints Process

In recognising that children have rights we support our students to know how to raise an issue if they feel unsafe or that something is not right. Children across the school are scaffolded to know how to make a complaint or raise a concern, and to know what to expect when they do so. Child friendly complaints processes are put in place in consultation with every class member at the beginning of each school year. We encourage parents to help support their child to use this process.

Adult Complaints Process

From time to time, parents may have concerns and complaints about what is happening at school. All complaints from parents will be taken seriously and will be treated as an expression of genuine dissatisfaction that requires a response.

Members of staff welcome the opportunity to respond to a concern or complaint. Often, it may be best to start with the person most closely concerned with the issue – for example, the classroom teacher, sport teacher or school registrar. They may be able to sort things out quickly, with minimum of fuss. However, you may prefer to take the matter to a more senior member of staff, for example the School Coordinator.

The School Coordinator will meet with you to address the concern or complaint which is a process that may require only one, or several meetings.

If after this process you are not satisfied, the School Coordinator will offer to refer the matter to the Chair of the School Council. Alternatively, you may wish to write directly to the Chair.

If the communication with the Chair of School Council has not brought about a resolution, the matter is referred to the School Council. The School Council may appoint an independent arbiter, if they feel it is required, to look at the issues in an impartial and confidential manner.

At Lance Holt School all complaints or concerns will be treated in a confidential manner and with respect.

Not all concerns will be capable of a resolution that satisfies everyone concerned, but the school's Concerns and Complaints procedure ensures that the problem is addressed and that a clear response is provided at each stage of the process. Parents are asked to follow the procedure to ensure that their concerns are satisfactorily heard and acted upon.

The school recognises and acknowledges your entitlement to raise a concern or complaint and we hope to work with you in the best interests of the children and young people in our care.

Concerns Complaints Disputes Process

