

# Lambert School: Resolving COMPLAINTS– parents

LEGAL ADVICE MAY BE SOUGHT AT ANY STAGE OF THE PROCESS

Parent makes contact with the school about complaint.

Teacher is informed of complaint. Can you resolve it yourself?

Teacher will speak informally to parent

Resolved

Unresolved

Teacher/ parent informs Principal

Principal will Discuss informally to teacher/parent

Resolved

Unresolved

Refer to formal complaints process & Complete a Formal Complaints Form

School Board will Convene formal complaints procedure



