

## ***RESOLVING COMPLAINTS AND CONCERNS***

The following procedures are established to address complaints and concerns.

1. General concerns about other individuals should be addressed with that individual directly to try and resolve the issue, with professionalism and aloha. If the matter involves students, the students' teacher should be notified immediately.
2. If the concerns in #1 are not resolved, or if there are broader concerns, complaints, comments or suggestions, submit a written notification (including email) directly to the school principal that outlines and describes the issue. The principal will raise the issue with the school leadership team, who meets weekly, to review, problem-solve, address and respond to the issue. To allow sufficient time for processing and discussion, a response will be provided within 7 working days from receipt or original complaint. In some scenarios, the School Governing Board must address the concern/issue. If this is the case, a written response informing the complainant will be provided within 7 working days
3. Should the decision made in step #2 necessitate further consideration, a written notice should be provided to the Chair of the School Governing Board, who will take the matter up with the entire School Governing Board at its next scheduled meeting, provided it is received no less than 6 days prior to the next meeting. If the matter is received within 6 days prior to the meeting, the matter will be considered at the following meeting. At any time, the complainant may request for an update of their matter. Within 7 working days of the board meeting where the matter was discussed, a written response will be provided to the complainant.

At every step of this process, the person raising the concern/issue has the right to verbally express their concerns to the appropriate person and/or body of persons who are considering the matter.