

Pilgrims

PILGRIMS YOUNG LEARNERS

Complaints Policy for students

This complaints policy will be made available to all parents. When their child is admitted to the school/organisation all parents and ETOs will be provided with a written copy of this policy. It will be included as part of the admission pack.

Pilgrims Young Learners will respond promptly to all complaints and attempt to resolve these to the satisfaction of all parties within the shortest feasible time frame.

In the event of a complaint the following procedure will apply;

- Where any parent or student wishes to make a complaint about any aspect of the school's practice, an attempt will be made to resolve this, informally if possible.
- Where a parent or carer is dissatisfied with the school's response to an informal complaint they will have the option to make their complaint in writing. The substance of this complaint will again be considered by the Course Director and parents will be provided with a written response. Copies of this correspondence will also be provided to any individuals named directly within the complaint.
- If a parent or ETO remains dissatisfied with the outcome to the investigation the Principal will investigate and attempt to solve the matter. Once the Principal's investigation has been conducted, they will consult with the Vice Principal and at least one other non-interested party to formally adjudicate. A written copy of this adjudication will then be passed on to all those concerned.