

COMPLAINS POLICY

Purpose

At Knowledge Tree, we believe that honest, respectful communication is the foundation of a strong learning community.

This complaints policy ensures that concerns raised by families, students, or staff are taken seriously and addressed in a timely, fair, and thoughtful manner. Feedback is viewed as an opportunity for learning and growth. Our goal is not only to resolve issues but to build deeper trust with every family we serve.

We encourage families to raise concerns informally whenever possible, through day-to-day conversations with teachers or staff. Issues related to wellbeing, academic progress, or behavioural matters are best addressed early through direct communication.

Parents may also leave anonymous suggestions in the designated box available at the entrance.

Steps for Formal Complaints

Step 1 – Direct Communication

Families should first address concerns directly with the staff member involved. Most issues can be resolved at this stage.

Timeframe: A response should be expected within five (5) working days.

Step 2 – School Leader Review

If the issue remains unresolved, families may contact the School Leader (Monica Cojan) for a meeting or to submit a written concern.

Timeframe: The School Leader will respond within five (5) working days and may request a follow-up discussion or written statement to better understand the concern.

Step 3 – Formal Complaint in Writing

If resolution is still not reached, a formal written complaint may be submitted. The complaint should include:

- A description of the issue
- Previous steps taken
- Names of staff involved
- Preferred outcome, if relevant

The School Leader will review the complaint or appoint a senior staff member as an investigating officer.

Acknowledgement: Within three (3) working days of receiving the written complaint

Resolution target: Within fifteen (15) working days of receiving the complaint

Step 4 – Escalation

If the concern involves the School Leader or remains unresolved, the complaint may be escalated to the Board of Directors. In such cases, a written request must be submitted to the Chair of the Board within ten (10) working days of receiving the Stage 3 response.

Panel Review: The Board may convene a Complaints Panel, which includes members not previously involved in the issue.

Hearing target: Within twenty (20) working days

Final decision: Communicated in writing within ten (10) working days after the hearing

Accessibility

Complaints may be submitted in a variety of ways:

- In person
- By phone
- By email
- In writing
- With translation or assistance if needed

The school will ensure that language, literacy, or cultural barriers do not prevent families from sharing concerns.

Record Keeping

All formal complaints are logged and stored securely, in accordance with data protection regulations.

Records will be retained for a period of five (5) years and may only be accessed by senior leadership or members of the Board, as appropriate.

Reflection and Improvement

The school regularly reviews complaints to identify patterns or recurring issues. Lessons learned are discussed with staff and used to strengthen internal practices and communication.

We do not view complaints as failures, but as opportunities to evolve and serve our community better.