



GLENVALE
CHRISTIAN SCHOOL

RESOLUTION OF ISSUES GUIDELINES

As a school community, we can sometimes have issues that we want to raise, but we are not sure who the best person to approach is. We should always seek to take the matter to the most appropriate member of the school community who may be able to assist in resolving the concern. Your concerns will be dealt with in a timely manner if it is taken to the appropriate person!

The following procedures will be helpful in dealing with such matters, remembering that the principles of Christian grace and forbearance should apply at every step along the way.

Who do we go to for a particular issue?

- **General School Issues**

If the issue relates to something **outside** the classroom, then arrange to speak with the Principal.

If you are not satisfied then you can **write** to the Chairman of the Board.

- **Classroom Issues**

If the issue deals with concerns **within** the class environment, then always arrange to speak with the class teacher in the first instance. If you are still not satisfied, then arrange a meeting with the Principal.

If these avenues do not clarify the query / concern then you can **write** to the Chairman of the Board.

- **Administration Issues**

Fees etc. speak with the Business Manager.

You can then **write** to the Chairman of the Board for further discussion if not satisfied.

- **Policy Matters**

- If you want to clarify a policy on Educational matters, then speak with the Principal.

- If you want to clarify a policy on Administration, then speak with the Business Manager.

If these avenues do not clarify the query then you can **write** to the Chairman of the Board.

- **Disputes between Members**

Disputes between members are not a responsibility of the school. However, if the dispute is affecting the school then **write** to the Chairman of the Board.

An initial response concerning your dispute or complaint must be given in a timely manner. Within five working days is an appropriate time frame and this response should clearly state the action being taken. **Written complaints will receive a written response.**

Some helpful contact details:

Principal	Business Manager	Chair of the Board
principal@gcs.qld.edu.au 07 4634 0113	manager@gcs.qld.edu.au 07 4634 0113	board@gcs.qld.edu.au