



Koinonia Christian Academy Inc.

Complaints Handling Policy

Preamble

Much as one might wish otherwise, there will be times when students, parents or community members feel aggrieved with someone or something associated with the school. At such times there needs to be a mechanism in place to ensure that a complaint is able to be heard, assessed and any necessary action taken, to alleviate, as far as possible, the distress caused by a grievance.

As a Christian school we need to bear in mind Biblical teaching which relates to such matters. While not all individuals involved may claim to be Christians, as a school we need to ensure that actions taken, are consistent with a biblical view.

Policy

Koinonia Christian Academy will deal with complaints promptly and in an objective manner.

Review

This policy and its associated procedures will be reviewed and updated as necessary on a regular basis.