# Considering Complaints Strategically

Take 10 minutes at the beginning of your governance meeting to discuss the following item from Ethos Enhancing Outcomes (Setting Direction - Educating for Community and Living Well Together):

‘How do we deal with discord when disagreements from outside of the school are played out within school in a way that demonstrates the dignity and ultimate worth of each person?’

Discussion Prompts:

* Review the way complaints are dealt with, prior to an issue getting to the complaints procedure stage, perhaps consider a recent example.
* Use a SWOT grid or similar tool to ascertain the positive management of this process and any tweaks that could further improve this.
* Are there examples in which, on reflection, dignity and worth were not demonstrated towards an individual parent or other member of the school community? What do you think the reasons were for this? How can you guard against this?