

COMPLAINTS

OBJECTIVES:

- 1 To ensure that all complaints are investigated fairly and with due regard for privacy.
- 2 To have procedures for investigating complaints about students, teachers, parents, support staff, visitors in the school, bus drivers, trustees and others associated with the school.
- 3 To ensure that fairness and natural justice occur.
- 4 To establish procedures for investigating informal and formal complaints.
- 5 To put in place corrective or disciplinary action, if required.
- 6 To ensure that complaints are dealt with at an appropriate level. Every effort should be made by all concerned to resolve matters among those directly involved and, only if this is unsuccessful, should the complaint be referred to higher levels of the school administration.

PROCEDURES:

- 1 Complaints should be made in writing or in person.
- 2 Written complaints should be acknowledged promptly in writing.
- 3 Where possible and appropriate, complaints will be handled "in house".
- 4 If the matter cannot be resolved by the school administration, then a written complaint can be made to the Board of Trustees.
- 5 When an informal complaint is received the initial investigation is carried out by the Class Teacher or the Form Teacher, or Dean, or Guidance Counsellor, or the Assistant Principal, or the Deputy Principal, or the Principal.
- 6 Informal complaints made to the Health Nurse, Office Staff, Librarians, Teacher Aides and other Support Staff should be passed on to relevant person/s, usually members of the Management Team.
- 7 If the matter is unresolved by staff, it can be discussed with the Principal.
- 8 Where a formal written complaint against an employee is received, the procedures must follow those laid down in the relevant employment agreement.
- 9 Formal complaints about a student, or a trustee or a parent would normally be investigated initially by the school administration.

- 10 When a complaint is investigated all parties involved should be advised of the outcome.
- 11 A committee may investigate a complaint. Committee membership would normally be the Principal or Deputy Principal and nominee of Principal/Deputy Principal and nominee of the person against whom the complaint is made.
- 12 The nature of some complaints will necessitate the Board of Trustees' investigating such complaints. The Board of Trustees' Complaints Procedure will be followed.
- 13 All parties to a complaint will be able to attend the relevant part of the Board meeting at which the complaint is discussed. They will be able to bring support people to that meeting and they, and their support people, will be given speaking rights at that meeting.
- 14 Where appropriate, outside mediation may be sought (eg from PPTA).

Approved

Board of Trustees Chairperson

Date