**COMPLAINTS POLICY**

**Rationale**

It is important that the Board of Trustees responds to complaints in a fair and consistent manner and in accordance with the relevant employment contracts, legislation, constitution and the relevant code of conducts

It is the responsibility of the Board to deal with governance complaints and unresolved management issues.

**Guidelines**

1. If the concern/ complaint is about an event that has occurred at school it needs to be discussed with the relevant teaching staff and/or the principal
2. If a resolution cannot be achieved after it has been referred to the Principal then it should be referred to the Board in writing.
3. All complaints that come to the Board must be in writing (letter or email), addressed to the Chairperson, need to be signed and have an address or email address that correspondence can be sent to.
4. Acknowledgement of the complaint will be sent, within 5 school days, upon receipt along with the expected date for the Board to discuss the issue.
5. The complaint will be discussed at the next Board meeting, in committee, and a decision will be made as to how to resolve the complaint. (a subcommittee may be set up to further investigate the situation or monitor it , if deemed appropriate.)
6. A response, in writing within 7 school days, will be made to the complainant outlining the action to be taken.

NB If a management issue is sent to the Board and has not first been to the relevant staff member and the Principal, it will be referred back to the Principal to deal with and no further discussion at that meeting will be held on the letter.