

Empowering Confident Learners

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.

Purpose

1. To ensure consistency when dealing with the complaints.
2. To deal with complaints in line with set procedures (refer to complaints flowchart)
3. To resolve matters, and put in place corrective/disciplinary action.

Guidelines

1. Any concerns and complaints should be dealt with as soon as possible, and referred to the relevant staff member to prevent escalation of matters.
2. If the concern/complaint is about an event that occurred at school, it needs to be discussed with the relevant teaching staff and/or the principal.
3. If a resolution cannot be reached after it has been referred to the principal, then it should be referred to the Board in writing.
4. Complaints to the Board should be received in writing and addressed to the Chairperson, need to be signed and have an address or email address that correspondence can be sent to.
5. Acknowledgement of the complaint upon receipt will be sent within 5 school days, along with the expected date for the Board to discuss the issue.
6. 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 sub-committee may be set up to further investigate the situation, or monitor it, if deemed appropriate.
7. A response in writing will be made within 7 school days to the complainant, outlining the action to be taken.
8. If a management issue is sent to the Board and has not been to the relevant staff member and the Principal first, it will be referred back to the Principal to deal with, and no further discussion will be held on the matter at the Board meeting.
9. Individuals with English as second language/any literacy barriers, will be supported to raise their concerns with teaching staff in the first instance, and/or submit written complaint to the Board, if necessary.
10. All complaints received by Principal and Board must be recorded in the complaints register, with the date it was received, brief description of concern, action taken to resolve it, and date closed.