

## **Complaints**

### **Guidelines**

1. This procedure has been formulated to ensure that all complaints concerning staff are handled in a manner that is fair and just.
2. Action taken under this procedure must take due regard and abide by the relevant sections of the appropriate Employment Contract.
3. All participants to a complaint action should maintain confidentiality of information and documents.

**Note:** In all employment matters, guidance from appropriate professionals will be sought.

### **Procedure for Investigating Complaints**

Complaints are best settled as quickly and as informally as possible. The school has an 'open door policy' to encourage open lines of communication and it is therefore expected that in most instances this will happen.

#### *Complaints regarding student learning and/or behaviour*

- In the first instance, the class teacher should be approached.
- Secondly, the syndicate leader should be approached, or the Deputy Principal or Assistant Principal.
- If there is still a problem, the Principal should be approached.
- If the matter remains unresolved, the Board of Trustees should be approached.

#### *Complaints regarding staff conduct and competence*

- These are to be addressed to the Principal.
- If the matter remains unresolved, the Board of Trustees should be approached.

#### *Complaints against the Principal*

- Approach the Principal first with concerns.
- If the matter remains unresolved, address this with the Board of Trustees.

### **Procedure for Investigating Formal Complaints**

- All formal complaints need to be in writing, signed by the complainants and must be submitted to the Principal. In the event of a formal complaint against the Principal, the complaint will be submitted to the Chairperson of the Board of Trustees.
- All written complaints will be acknowledged. If possible, acknowledgement will be within one day of receipt.
- The receipt of a formal complaint will be noted on the complaints record sheet.
- The Principal / Board of Trustees will consider the matter at the first available opportunity and:
  - (i) seek clarification via writing or a meeting with the respondent.

**Note:** It should be noted to the respondent that they can/may bring a support person to the meeting.

(ii) investigate the matter and either deal with the matter or report back to the Board.

(iii) make a decision on the matter.

- If necessary, a Committee will be established to investigate the complaint.
- A date will be set for a hearing. Where possible this will be within one week of receipt of the complaint.
- All relevant information will be gathered, so that both sides' views are heard.
- If a meeting is necessary, the complainant and person / people complained against will be informed of the date and time of the meeting and their right to have a support person/ group with them.
- All proceedings will be documented.
- A decision will be reached.
- All parties will be informed of the result of the investigation and any further action that will be taken (if any). If the complaint involves a staff member, a record will be kept on the staff member's personal files and Teachers Council informed if appropriate.

Reviewed: \_\_\_\_\_

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