

COMPLAINTS POLICY

RATIONALE:

From time to time the school may receive a complaint. This complaint may come from a parent, fellow staff member or student, or community member

Procedures are to be followed to ensure such complaints are dealt with fairly, with due consideration and with a degree of uniformity, in a timely manner.

PURPOSE:

All complaints will be taken seriously and handled in such a way that all information is regarded as confidential to all parties concerned.

GUIDELINES:

1. Parents are encouraged to discuss any minor concerns they may have regarding their children's education directly with the class teacher concerned. (They are also encouraged to make an appointment to ensure a mutually acceptable time).
2. Staff members are strongly encouraged to follow up all minor complaints / concerns with the person making the complaint (after an appropriate passage of time) to discuss perceived developments. These contacts may need to continue for whatever time is deemed appropriate by either party, both for an evaluation of developments and to work towards satisfaction of all parties.
3. Should the staff member or a parent so wish (or should the complaint be of a more serious nature) complaints will be referred to the senior management team or the Principal.
4. Anyone making a major complaint or having a serious concern is requested to make it in writing with a copy to be given to the Principal and staff member concerned. All matters will be dealt with in confidence.
5. Such complaints / concerns will be investigated by the Principal, with a written report going to the complainant and to the Board Personnel sub-committee.
 - α. A copy of the complaint and the Principal's response will be kept on the staff member's personal file and/or complaints file with the staff member's written response (staff member having been given five working days to respond in writing).
 - β. Staff members when ceasing employment at the school will have their personal files forwarded to them.
6. Where the complaint is found to have some basis, the staff member will receive professional support, to effect change and if necessary the Staff Discipline Policy will be followed.
7. Any ensuing disciplinary action will follow all provisions of the staff members' Collective Employment Contract. It is important that the employee be advised of their rights to request union assistance and / or union representation at any stage.
8. Any staff member (usually the Principal) may follow up serious concerns by further discussion with the person making the complaint, after an appropriate passage of time to discuss perceived developments. Confidential aspects of any action taken will not be divulged to the person making the complaint or to any other inappropriate person(s).
9. Final Action.
 - α. Principal to make a recommendation to the Board Personnel sub-committee.
 - β. The Principal is to remove his/herself from the final decision. This fact and a record of the Board's discussions are to be minuted.

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10. Any complaints about the Principal is referred to the Chairperson of the BOT (in writing). A copy of which is then forwarded to the Principal. The Chair will investigate the complaint. Should the need arise any further investigation will be dealt with by a sub-committee of the Board. The Board is advised to seek independent advice at this stage.
11. Any complaint made to the BOT member needs to follow the appropriate steps. The BOT member with the agreement of both parties may accompany the complainant to any meeting.
12. Complaints re: student behaviour should be directed through the appropriate channels. Under no circumstances should a parent / caregiver attempt to confront students directly.
13. In all cases, the Principles of Natural Justice apply.

CONCLUSIONS:

In all discussions the Board, Principal and staff collectively and individually must respect the integrity of each other.

NB Refer Privacy Act.

Principles of Natural Justice

Chairperson *Mike Allen*

Date *13/07*

Principal *Heather Atkinson*

Date *13/07*

Review in 2014