

POLICY:

COMPLAINTS

RATIONALE:

This policy and procedure is designed to ensure that complaints are resolved in a manner that accords fair process to the complainant and persons complained about. It aims to achieve an outcome to complaints that is accepted by the parties involved, meets the Board's commitment to being a good employer, and the needs of the students.

GUIDELINES:

1. The Board will ensure that complaints are dealt with at the appropriate level. (See Procedures). Parents/caregivers/staff will be informed of the school procedure relating to the handling of complaints on an annual basis.
2. The requirements of employment contracts, natural justice and relevant legislation will be complied with. This is extremely important.
3. Complaints to the Board will only be accepted if the complainant has followed the earlier steps of the procedure and is not satisfied with the outcome or the matter is sufficiently serious to warrant the Board's involvement as the first step, notwithstanding that ...
4. There is no requirement (nor is it appropriate) for the Board to receive or respond to a complaint that is made at a Board meeting without it having first being given prior notice of, and placed on the agenda.
5. All written complaints are acknowledged on receipt. Likewise, the outcome of any complaint.
6. Board members are to regard complaints against individuals made to the Board as confidential and shall not express personal opinions on the matter.
7. Board members with personal knowledge or a conflict of interest should exclude themselves from participating in the complaints procedure.

COMPLAINTS PROCEDURE:

STEP ONE - STAFF MEMBER LEVEL

- a) Any complaint should be made to the person it is directed at, where appropriate, and the staff member will be asked to attempt to resolve matters with the complainant.
- b) The staff member or the complainant may request a senior staff member to assist in facilitating a resolution.

STEP TWO – PRINCIPAL LEVEL

- a) If a satisfactory conclusion is not achieved the complainant may refer the complaint to the Principal.
- b) The Principal or a person delegated by the Principal, will meet with the complainant to discuss the complaint and will discuss the complaint with the staff member to whom the complaint is directed at, in an attempt to resolve the matter.

STEP THREE – BOARD LEVEL: RECEIPT OF COMPLAINT

- A) Should the Principal be unable to resolve the matter to the complainant's satisfaction the complainant may send a written complaint, to the Board of Trustee chairperson. The chairperson shall inform the Principal of receipt of the complaint and have the complaint put on the agenda of the next Board meeting.
- b) The chairperson, in consultation with the Principal, may investigate to see if the matter can be resolved prior to being discussed by the Board. If the chairperson is able to resolve the matter then the Board should be informed of the outcome.

- c) The Board may decide to investigate and determine appropriate action itself or delegate the responsibility to a special committee of the Board
- d) If the complaint is related to alleged misconduct the staff member concerned will be advised of the right to representation and the Board shall comply with the requirements of its complaints policies, the rules of natural justice and the relevant employment contract. Such matters should be conducted in the public excluded section of the Board meeting.
- e) Complaints against the Board should come to the Board directly, in writing.

STEP FOUR – BOARD LEVEL: RESOLUTION

The result of any Board decision in relation to a complaint should be forwarded to the relevant parties in writing. A meeting may be required to explain the Board's decision and to ensure that the parties accept that decision.

CONCLUSION:

It is envisaged that this policy will see most complaints resolved without formally coming to the attention of the Board.