

3. Complaints Process

RATIONALE:

Any concerns or complaints should be dealt with appropriately and in a timely manner to avoid rumour-making and to prevent small issues developing into large ones.

GUIDELINES:

1. Any matters concerning daily school management, the children or staff to be handled by the teacher concerned or the Principal.
 - a. In the first instance matters concerning staff should be addressed to the staff member concerned and records kept where appropriate. Many complaints will be able to be resolved through discussion between the staff member and the complainant concerned without a need to take the matter further.
 - b. If the parent is still unsatisfied they should then make an appointment to see the Principal who will investigate and endeavour to resolve the complaint.
 - c. The Principal may judge whether to refer the matter to the Board of Trustees for further guidance or merely to inform them of the resolution.

Procedures

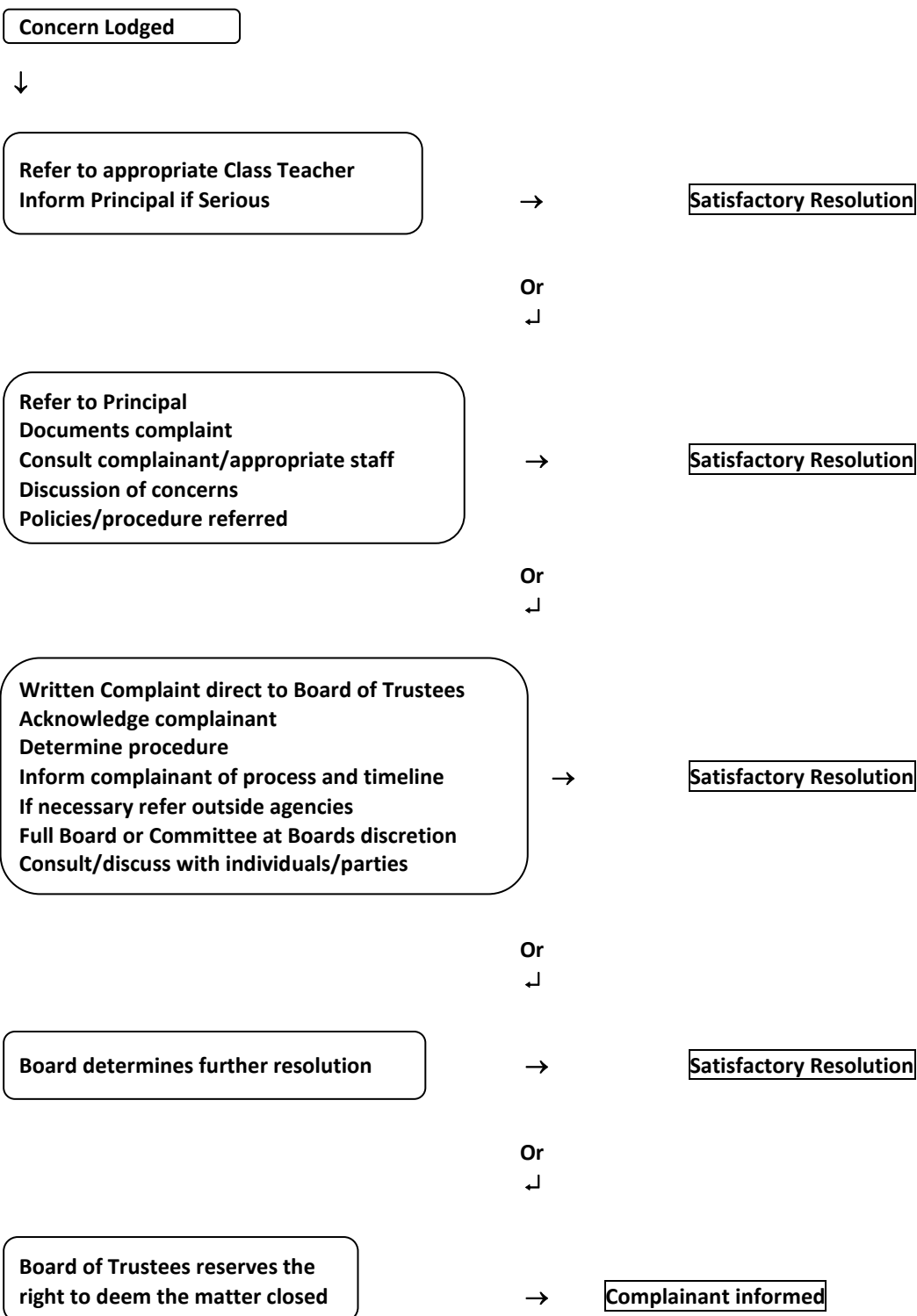
- d. If steps a, b and c have not resolved the issue then the next step is for the complainant to approach the Board of Trustees in writing.
 - e. Parents must be advised at a future date that the problem has been dealt with.
 - f. If a Board member is approached they should ensure that guidelines and procedures in this policy are adhered to.
2. Any matters considered to be under the Board of Trustees' jurisdiction should be communicated to a Board member, (maybe in the first instance verbally) then put in written form addressed to the Chairperson.
3. Any matters for the Board of Trustees should be considered prior to the meeting by the Chairperson and the persons concerned. The Board Chair and/or the Principal will investigate the complaint and try to resolve the matter. If not resolved move to the next step. There should be no surprises. Issues need to be thoroughly thought through to ensure objectivity.
4. Any discussions are not for general publication and Board decisions are to be adhered to by all members as a unified, though not always unanimous, group. Confidentiality must be maintained when dealing with complaints.
5. Refer to guidance and adhere to State Sector Act 1988 and Amendment 1989. Labour Relations Act 1987 and Primary Teachers Collective Contract and Principals Collective Contract.

CONCLUSION:

Disagreements and misunderstandings must be resolved as directly and as quickly as possible.

Procrastination results in a deepening and expansion of the problem.

COMPLAINTS PROCEDURE - FLOW DIAGRAM



Each Stage - Concern Documented and appropriate feedback given

Review Schedule: Triennially

Date of last review: 16 May 2016

Chairperson: _____

