

## **POLICY: COMPLAINTS & CONCERNS**

### **PURPOSE**

1. To receive and resolve complaints and concerns fairly, promptly and confidentially while considering the rights of all parties involved.

### **Guidelines**

**Note:** *Full documentation and confidentiality must be kept at each stage.*

1. In the first instance the complaint or concern should be addressed to the person involved i.e. classroom complaints to the teacher, other complaints to the principal.
2. Concerns or problems of a minor nature may be resolved informally.
3. All complaints must be in writing and signed by the complainant.
4. Should a concern or complaint not be resolved the following steps will be taken:
  - i.. The issue will first be taken to the Team Leader
  - ii. Then to the Associate Principal responsible for that team.
  - iii. Then to the principal.

Should a concern or complaint still not be resolved the complainant can write to the Board of Trustees. The Chairperson of the Board of Trustees will promptly acknowledge in writing receipt of the complaint and ensure the complaint is addressed in accordance with the school procedures.

5. A Complaints committee, if required to be formed, will comprise
  - i. Proprietors Representative
  - ii. Parent Representative
  - iii. Chairperson or another BOT member delegated by the chair(Excluding the principal or staff representative.)
6. When the complaint is against an employee (including the Principal) the provisions of the relevant Collective agreement relating to complaints and discipline will be followed.

**7 Where the complaint is against a Board member** , the Board may consult with STA and seek guidance and direction

This Policy will be reviewed according to the Board's Effectiveness Review Programme