

## Concerns and Complaints Policy

### Purpose

1. To assist the resolution of concerns and complaints and encourage this to be done in a positive manner.
2. To provide clear policy and procedure that is well known to staff, students and parents, including information that will help the parties to work through the process.
3. To provide a basis for fair process.
4. To include procedure to track complaints received and use this information to indicate areas that may need improvement.

### References

National Administration Guidelines, STA Handbook, Relative Collective Employment Agreements

### Guidelines

- 1) A concern should be raised with the teacher involved, or the Principal, who will arrange to address it.
- 2) Complaints should be addressed to the Principal who may request the complaint be in writing. See 6 below.
- 3) Parties should not remain anonymous. Anonymous complaints cannot be acted upon.
- 4) There should be a definite completion of the process to ensure the issue is not left unresolved.
- 5) Documentation should be stored in an appropriate complaints file.
- 6) Serious complaints should be directed to the Principal and acknowledged within five school days.
- 7) The Principal may refer the complaint to the Board of Trustees
- 8) The Principal will keep the Board Chair informed of any serious complaints
- 9) Complaints against staff must be in writing to the Principal and acknowledged within five school days.
- 10) Complaints referred to the Board and/or complaints against the Principal must be in writing and the following process will apply
  - i) The Board of Trustees Chairperson will acknowledge receipt of the complaint within five school days and table the complaint to the full Board of Trustees.
  - ii) The Board of Trustees will respond within 5 days after the next Board of Trustees meeting, outlining the process to be followed in addressing the complaint. This may include referring the complaint back to the Principal to address.
  - iii) The Board will meet to consider the evidence and/or information regarding the complaint and make a decision and/or recommendation.
  - iv) The authority for 10) iii) may be delegated to a Board committee which will investigate the complaint and report back to the Board.
  - v) The Board of Trustees response will be communicated to the parties of the complaint.
- 11) The school must act in accordance with current employment agreements, the National Education Guidelines, and the law when dealing with complaints and must act as a good employer.
- 12) Staff are entitled to seek representation when any complaint against them is being investigated.
- 13) The Board recognises that not all complainants will be satisfied with the outcome of a complaint. If a complainant is not satisfied with the Board's decision then the chairperson should advise the complainant of other avenues eg Ombudsman.

### Refer flow chart

Adopted February 2015