



## PROCEDURES FOR COMPLAINT

### Purpose

Complaints may emerge from a range of quarters; students, staff, parents, event members of the public. They could be about students, staff, the Principal, the Board, school policies or school events. Complaints or concerns may vary from minor to major, and may escalate rapidly from one to the other if they are not managed in a manner that is both timely and appropriate.

These procedures provide the school's community with procedures to follow if they have a concern or wish to make complaint and will ensure that the school responds in a fair and consistent manner.

### Guidelines

Any concern or complaint is treated as strictly confidential. The Principal is ultimately responsible for the day to day management of your school and student discipline.

1. Who should I contact should I have a concern or a complaint?
  - **About a teacher**  
If a parent is dissatisfied with or wishes to know more about something that has occurred while the child is in the care of the teacher, they should contact the teacher in the first instance to discuss the matter. If they are still dissatisfied, they should contact either the team leader, senior leader or Principal.
  - **About the Principal**  
All complaints must be taken initially to the Principal. If still dissatisfied, complaints about the Principal are to be made in writing to the Chairperson of the Board of Trustees.
  - **About Non Teaching Staff**  
Need to be directed to the Principal
  - **About a pupil**  
The DP, one of the senior leaders or the Principal will deal with each complaint according to the circumstances and in accordance with the school wide Behaviour Management Programme. Although the school does not have responsibility for the actions of pupils outside the school environment, the school will at times adopt a community pastoral care role.
2. All formal complaints are to be acknowledged and documented. The complainant should be informed of the process that the school will follow to investigate the concern and when they are likely to be informed of the outcome.
3. In dealing with all complaints, employers must act in accordance with conditions of relevant employment agreements and current legislation.
4. Appropriate action will be instigated to resolve the issues.
5. Unresolved complaints will be made in written form to the Chairperson of the Board of Trustees.
6. Outside agencies will be asked for advice in any situation where the Board of Trustees is unsure as to how to resolve the issue (eg. School Trustees Association).
7. The complainant is to be informed of the outcome by the Principal or Chairperson of the Board of Trustees.
8. In cases where there is potential for on-going problems, the schools insurance company would be notified at the earliest stages.