

Complaints

Rationale

The wider interests of both the school and its community must be protected and enhanced as must the school's relationships with its stakeholders and its community. In applying this principle the individual concerns of all staff and students need to be recognised.

The school environment should be such that parents, staff and students feel able to come forward with concerns and know all matters will be dealt with fairly and with discretion.

Guidelines

1. Complaints should be made in the first instance to the appropriate area of management, eg most complaints would go to the Deans and Senior Management. Complaints about the Principal would go to the Chairperson of the Board of Trustees.
2. All complaints will be treated seriously. Complaints regarding staff should identify both parties and relate to specific issues.
3. Complaints regarding students either by staff or other students are dealt with in the school's Discipline and Guidance procedures.
4. Any other problems or concerns that do not require a complaint should be addressed to the relevant staff member, eg absences, finances, requests for assistance, subject enquiries, etc.
5. All complainants and staff have a right to fair, non-threatening treatment.
6. Where appropriate, there will be early consultation with all parties concerned.
7. Guidance and support and/or representation are options available to staff and students when necessary.
8. If a complaint is potentially a staff disciplinary matter, then any enquiries and/or investigation shall be conducted in accordance with relevant employment contract provisions and natural justice.
9. Complainants will be informed of the outcome of any investigation.
10. It is fair comment that not only the complainant should be protected, but also the rights of the accused. This will be particularly important if it turns out that the complaint is unfounded or perhaps even vexatious.
11. Police and other outside agencies may be involved at the discretion of the Principal and/or Chairperson of the Board of Trustees. This would usually occur only after consultation with parents/caregivers.
12. The requirement is to keep accurate records.

Signed

_____ **Chairperson**

_____ **Date**

_____ **Review Date**