



COMPLAINTS POLICY

SCOPE

This Policy establishes the complaints procedure between parents, students, employees and the Board of Trustees of the school.

This Policy should be read in conjunction with:

- 3.3 Protected Disclosures Policy
- 6.1 Privacy Policy

OBJECTIVE

To provide an effective communication channel for the handling of complaints from a staff member, parents/guardians, students or a member of the public.

PROCEDURES

- (a) Flowcharts are provided as addendums to this policy to help anyone identify who they should approach (in the first instance) to direct their complaint to.
- (b) In the first instance, the complaint should be directed to the appropriate person (identified from the flowcharts) and, where possible, resolved co-operatively and at an early stage.
- (c) If the problem cannot be resolved by such discussion or should the complaint be anything but of a minor nature, the complaint should be referred to a SLT member as identified on the flowchart. At this stage all complaints must be in writing and signed by the complainant.

A SLT member will, if a complaint is of a very serious nature, immediately inform the Principal about the nature of the complaint they are dealing with.

Exceptions:

In the instance where the complaint is about a SLT member, the complaint will be referred to the Principal. The complaint must be in writing and signed by the complainant.



In the instance where the complaint is about the Principal, the complaint should be referred to the Board. The complaint must be in writing and signed by the complainant.

- (d) A SLT member will record any complaint that remains unresolved and is therefore reported to the Principal (to continue investigation of the complaint) in the Complaints Register. The Complaints Register is located with the Principal's Secretary.
- (e) As a guideline: complaints received by a SLT member should be investigated preferably within 2 full school days. Acknowledge to all parties if process to take longer.
- (f) If a complaint is unable to be resolved by a SLT member, the complaint will be forwarded to the Principal. A written report of a SLT member's investigation will be provided together with the original written complaint signed by the complainant.
- (g) In the event that the Principal is unable to resolve the complaint to the satisfaction of all concerned the Principal will refer the complaint to the Board. A written report by the Principal will be provided together with a SLT member's report and the original written complaint signed by the complainant.
- (h) If the matter could result in disciplinary action, appropriate disciplinary measures should be invoked. In such cases, the procedures used in the employee's employment contract should be strictly adhered to.

A report on the complaint and its investigation shall be compiled by the Principal and a copy given to the employee. Where this report contains allegations of misconduct or teacher incompetence, the employee shall be required to respond in writing to the report within a time frame determined by the Principal. The principles of natural justice will be adhered to.

The name(s) of the complainant(s) must be made available to the employee, by the Principal.

- (k) Where the complaint relates to an issue of teacher competency, the Principal shall establish an appropriate assistance and guidance programme in accordance with the provisions of the employee's employment contract.
- (l) The Board of Trustees should only become actively involved when the issue continues as a problem and is unresolved between the Principal and complainant. In such cases, a properly constituted sub-committee of the Board should undertake further investigation of the complaint and take any disciplinary action it deems appropriate. All sub-committee discussions are to be minuted.



- (m) Confidential aspects of any action taken will not be divulged to the person making the complaint or to any other inappropriate person(s) but complainants will be advised that the Board is taking appropriate steps in the matter.
- (n) Persons who believe that any complaint they have made has not been adequately addressed by the internal complaints procedure may, if appropriate, ask the Board to reconsider the complaint.
- (o) The Principal shall report to the Board of Trustees on serious internal complaints which have been fully investigated using the internal complaints procedure.
- (p) In the event of a complaint against the Principal, provision is made for a complaint to be made direct to the Board. In the first instance this complaint must be directed to the Chairperson of the Board.
- (q) In the event of a complaint against the Board, provision is made for a complaint to be made to the Ministry of Education, who may refer to an appropriate body.

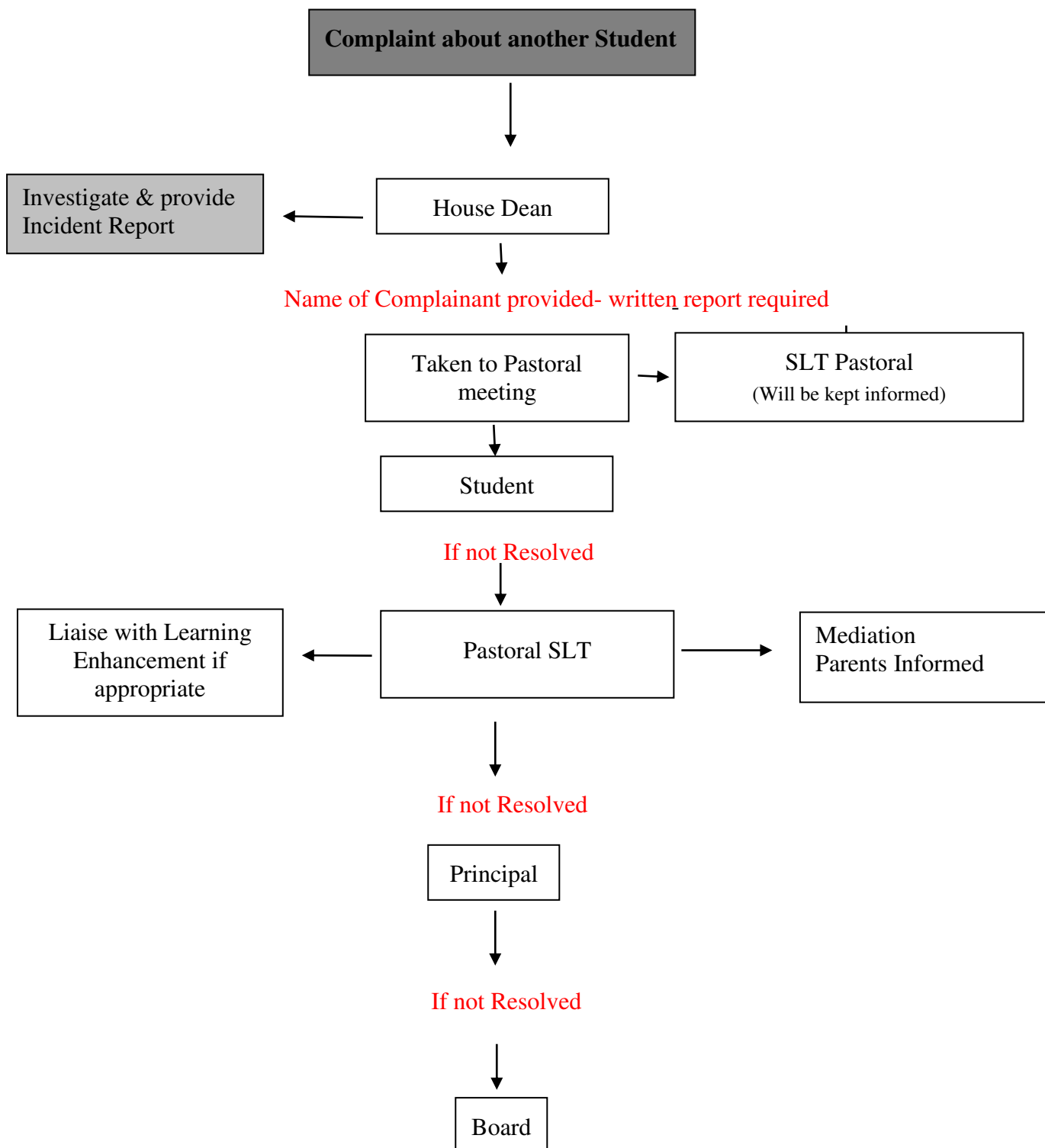
Date (Policy Effective from) April 2023

Review Date April 2024

Signature

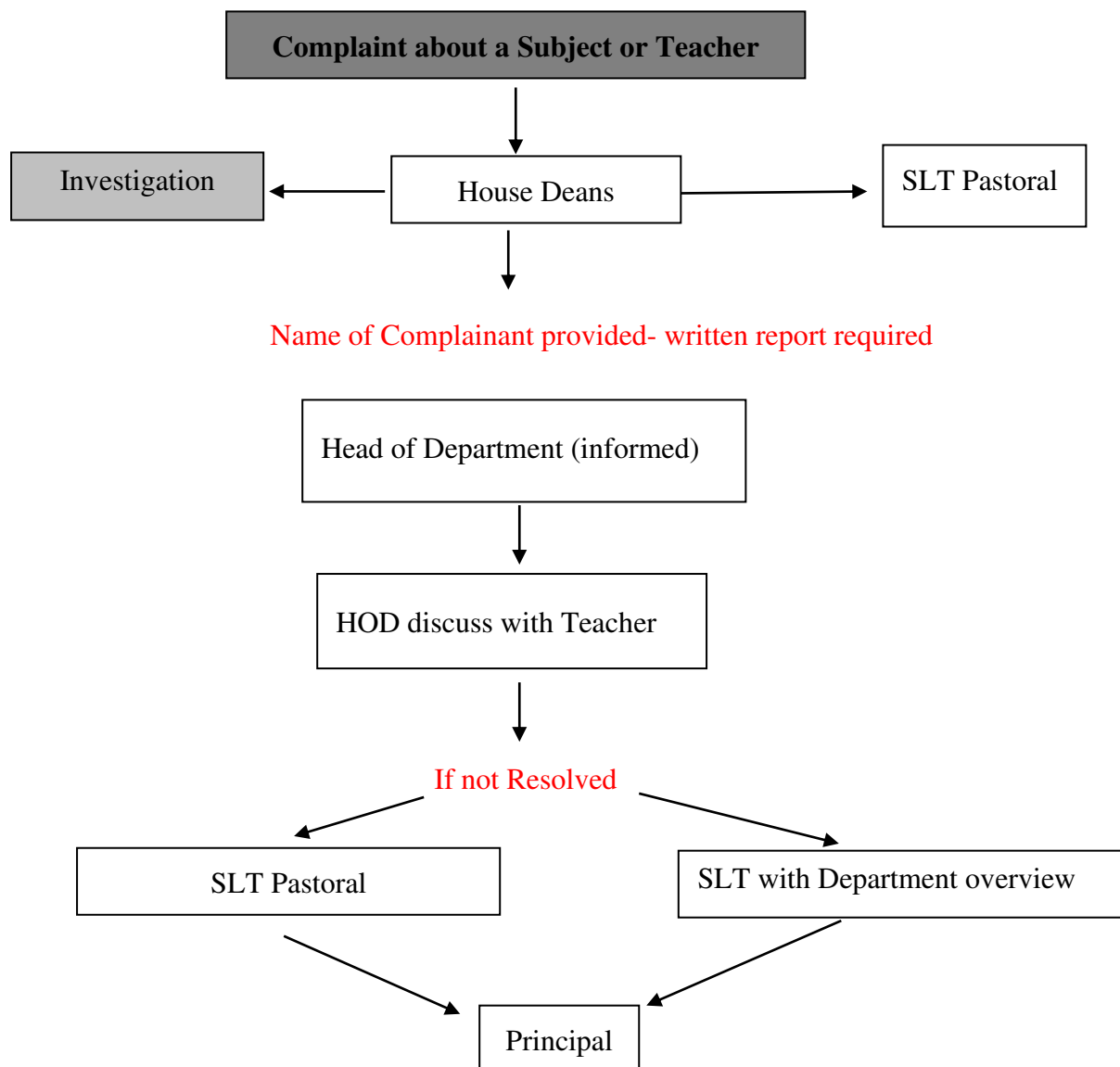


#1 STUDENT v STUDENT COMPLAINT



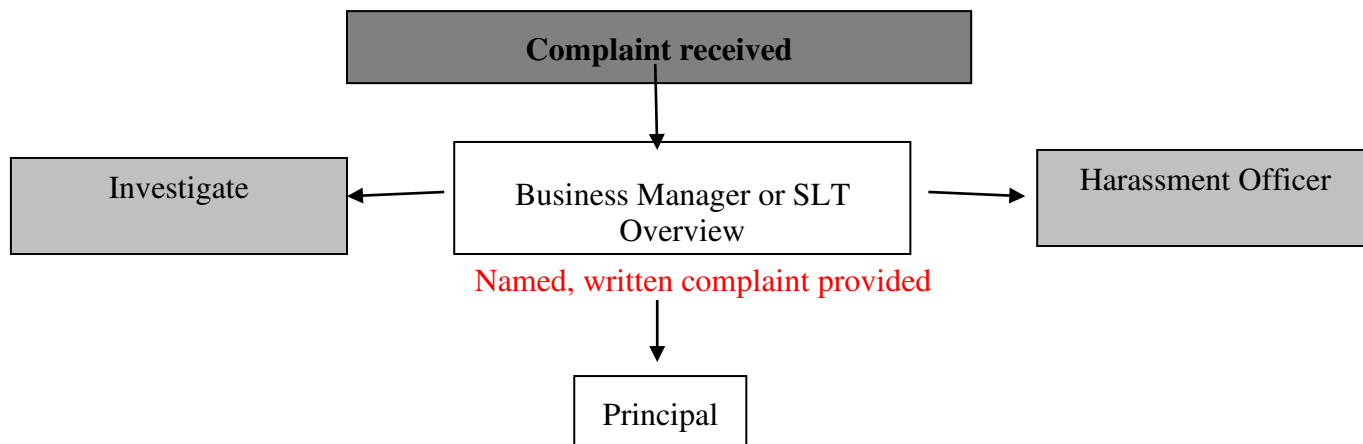


#2 STUDENT / PARENT v SUBJECT / TEACHER

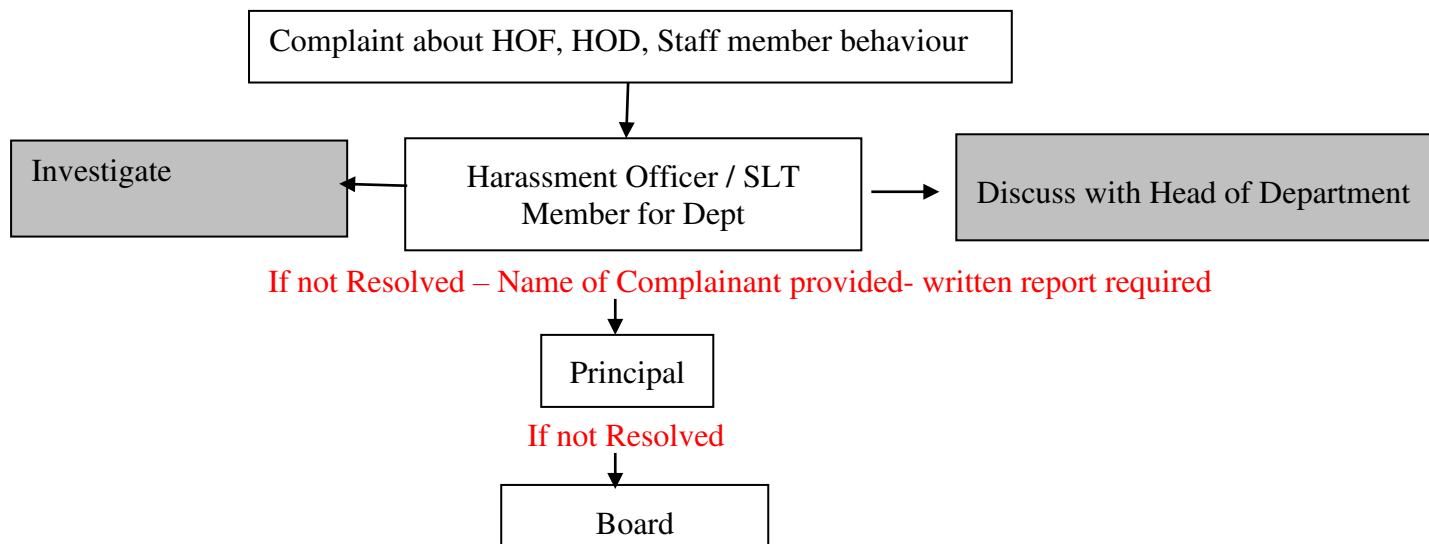




#3 COMPLAINT ABOUT SUPPORT, ADMIN STAFF, ITINERANT MUSIC, COACHES, MANAGERS

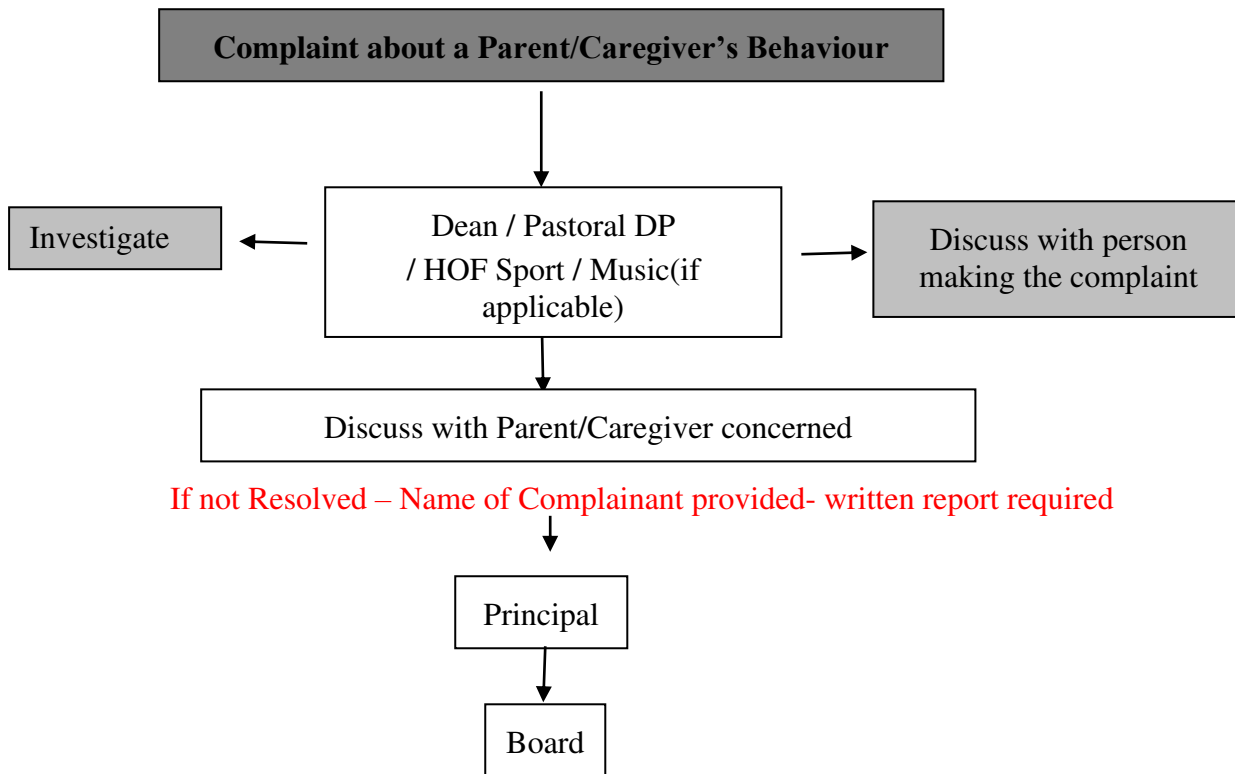


#4 STAFF v HOF/HOD OR STAFF v STAFF

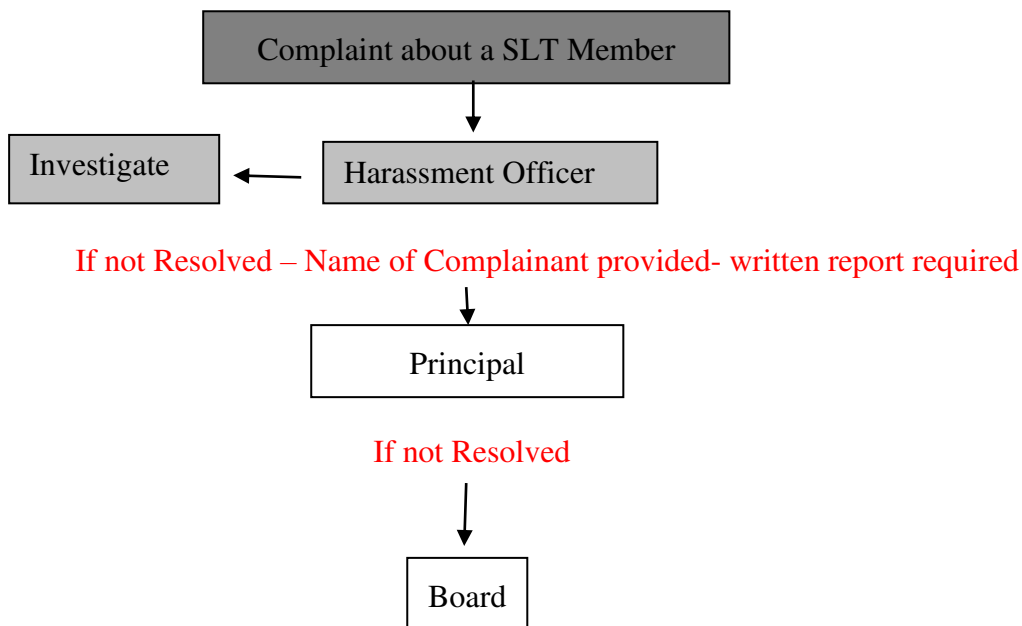




#5 PARENT/ CAREGIVER BEHAVIOUR

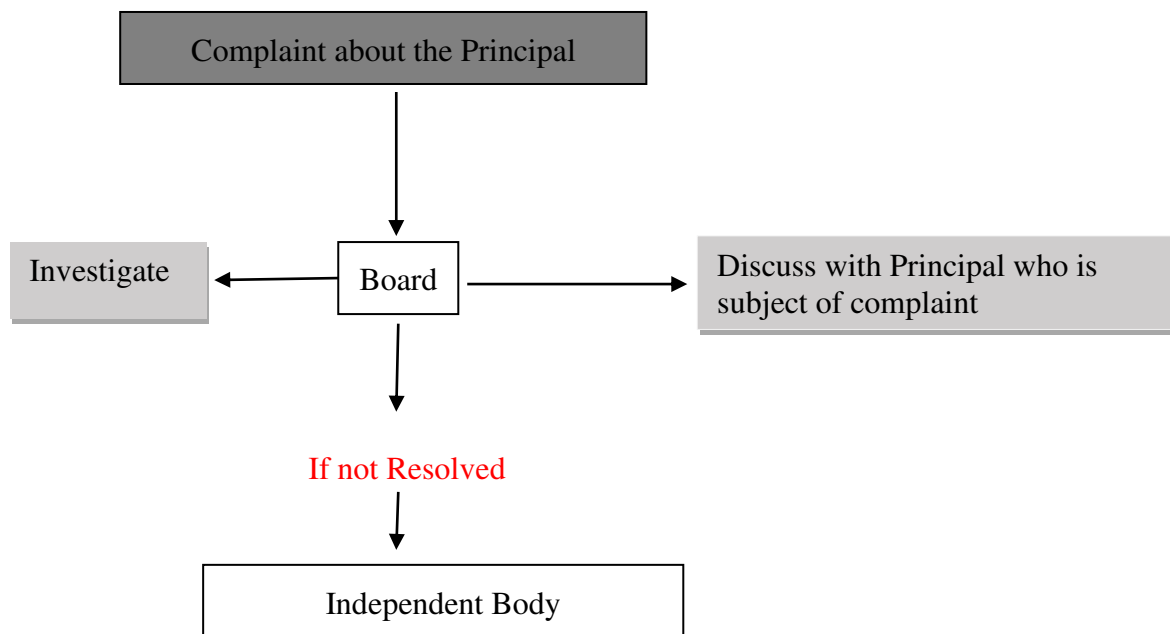


#6 SLT MEMBER





#7 PRINCIPAL



#8 THE BOARD

