

# POLICY 18: CONCERNS AND COMPLAINTS PROCESS

To maintain good relationships among staff, and between the school and parents through resolving issues that may arise from time to time.

## Purposes

To provide procedures that:

- Promote good communications and relationships;
- Ensure fairness, accuracy and balanced input among those involved;
- Give priority to achieving solutions as soon as possible.

## Guidelines

1. Complaints are best settled as quickly and as informally as possible. The school has an Open Door Policy to encourage open lines of communication and it is therefore expected that in most instances this will happen.
2. All formal complaints need to be in writing, signed by the complainants and must be submitted to the Principal. In the event of a complaint against the Principal, the complaint will be submitted to the Chairperson of the Board of Trustees.
3. All formal complaints will be acknowledged in writing.
4. All complaints will be investigated according to the procedures in this policy.

## Procedures for Investigating Formal Complaints

1. The receipt of a formal complaint will be noted on the Complaints Record Sheet.
2. If necessary, a sub-committee will be established to investigate the complaint.
3. A date will be set to review the information gathered from the investigation and identify how the investigation will proceed.
4. All relevant information will be gathered, so that both sides' views are heard within 10 working days.
5. If a meeting is necessary, the complainant and person/people complained against will be informed of the date and time of the meeting and their right to have a support person/group with them.
6. All proceedings will be documented.
7. A decision will be reached, with a right of review within 10 working days.
8. All parties will be informed of the result of the investigation and any further action that will be taken (if any).

ACTION:	DATE:

