

POLICY 20: 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; and
- Give priority to achieving solutions as soon as possible.

Guidelines

1. Concerns and complaints are able to be raised at any time. They can be raised with the classroom teacher, a member of the senior leadership team, the Principal, or another staff member.
2. The school has an Open Door Policy to encourage open lines of communication and to help ensure that any concerns or complaints are dealt with promptly.
3. In many cases concerns or complaints can be resolved informally. However, this is not always possible (or desirable - some complaints need formal consideration).
4. All formal complaints need to be in writing, signed by the complainant(s) 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 School Board.
5. All formal complaints will be promptly acknowledged in writing.
6. All formal 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(s) 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).

