

POLICY ON COMPLAINTS AND CONCERNS

Policy Statement

The school will have available procedures to resolve matters of concern or complaints in a fair and consistent manner whether personal or professional, between or among any members of our school community.

Purposes

- a. To ensure consistency when dealing with complaints
- b. To deal with complaints in line with set procedures
- c. To put in place corrective or disciplinary action where appropriate

Guidelines

1. All complaints will be dealt with in an equitable and fair manner observing the need for privacy or confidentiality where appropriate.
2. Any complaint that concerns the conduct or performance of a staff member will be dealt with in accordance with the appropriate employment agreement or Code of Conduct.
3. All concerns and complaints will be treated seriously and will be responded to as soon as is practicable to do so.
4. All concerns and complaints will be dealt with according to the attached schedule to this policy.
5. Complaints about students in the school will be dealt with according to the school's recognized procedures set out in the staff manual.
6. Parents and students will be made aware of the complaints procedure in this policy at the start of each school year.
7. The school supports the use of an independent mediator should this be appropriate.