

COMPLAINTS AND CONCERNS GUIDELINES

RATIONALE:

In its role as a good employer, the Board of Trustees is required to ensure that a safe environment is provided through personnel practices which maintain proper standards of integrity and conduct (Good Employer Policy 1.2).

PURPOSES:

1. To ensure there are clear procedures which allow complaints and concerns to be resolved in a manner which is fair to all.

GUIDELINES:

- 1.1 All concerns, issues, complaints must be referred to and discussed in the first instance with the person concerned.
- 1.2 The Principal will decide whether a complaint will be dealt with under the following procedure.
Complaints of an Educational Nature - Appendix 1
(ie student learning) teacher-learner relationships / teaching, school management
Complaints of a Disciplinary Nature - Appendix 2
(relating to breach of discipline by staff member or misconduct)
- 1.3 Should the Principal feel any complaint is unresolved in Appendix 1, then the B.O.T. Chair will advise the employee either verbally or in writing. Should the matter concerned be serious enough to warrant a question of competency, then the STA Field Officer/Unions and Insurers **must** be contacted and the relevant procedures according to the employment agreements followed.
- 1.4 Should the Principal / BOT feel any complaint is justified and warrants further action in Appendix 2, then the B.O.T. is to be advised as soon as possible. STA Field Officer/Unions must be contacted for advice and Insurers **must** be notified. Relevant procedures according to employment agreements followed.
- 1.5 Complaints dealt with by the Principal (or his or her representative) will be recorded in a complaints file, stored securely in the Principal's office.
- 1.6 Complaints dealt with by the BOT will be documented in "In committee minutes" and kept in a BOT complaints file.

REVIEW: This policy will be reviewed according to the BOT's triennial programme of self review. (2012)

DATE CONFIRMED: June 2009