

COMPLAINTS PROCEDURE

Rationale

Complaints may be made about any area of school life. Complaints may be made by members of the public, staff, parents or students.

Policy

All complaints are to be acted upon promptly and the action taken will be reported back to the complainant.

All complaints are to be in writing before they can be actioned.

Guidelines

1. Complaints against staff or students will be investigated by the Principal or Deputy Principal. They may delegate this task to another staff member. The Deputy Principal or Principal has discretion to resolve the complaint as they consider appropriate.
2. Complaints against members of the Executive/ Senior Management Team will be investigated by the Principal. The Principal has discretion to resolve the complaint as they consider appropriate.
3. Complaints against the Principal will be investigated by the Chairperson of the Board, who shall have discretion to resolve the complaint as they consider appropriate. The Chairperson may also delegate this task to a subcommittee of the Board,
4. Complaints against members of the Board, or the full Board, shall be investigated by the Chairperson of the Board, who shall have discretion to resolve the complaint as they consider appropriate. The Chairperson may also delegate this task to a subcommittee of the Board. Complaints against the Chairperson are to be investigated by a subcommittee of the Board.
5. The Principal, Chairperson of the Board, or Board, may also appoint an external person to undertake investigations, or resolve complaints, in appropriate circumstances.
6. Any party unhappy with the investigation, or resolution, of a complaint by the Deputy Principal, may complain to the Principal.
7. Any party unhappy with the investigation, or resolution, of a complaint by the Principal, may complain to the Chairperson of the Board.
8. Any party unhappy with the investigation, or resolution, of a complaint by the Chairperson, may complain to the Board. The decision of the Board shall be final.
9. Formal written complaints received by the Board or Principal shall be recorded in a complaints register, to be maintained by the Principal's Personal Assistant.
10. The Principal, or the Board, shall have the authority to suspend staff (with or without pay) during the course of an investigation, or where the health and safety of that staff member, a student, or other staff member, warrants the suspension.

PROCEDURE REVIEW

Date	Reviewer	Date	Reviewer

Signed: _____ Board Chair Date: _____ 2014

_____ Principal Date: _____ 2014