



## **Procedure: Handling Complaints**

Most problems can be resolved when the issue arises by seeking to meet, talk gently, listen to each other and seek a solution that is fair and sensible.

### **Principles**

When expressing or resolving complaints, we aim to practice our core beliefs and values. We aim to show respect and be responsible, be collaborative and show support, be kind and caring, be peaceful and honest, give trust and foster community partnership.

Complaints should be raised with the relevant person outlined in the procedural guidelines. Complaints should be dealt with immediately. Confidentiality should be maintained between those involved. Complaints should always be resolved following the complaints resolution procedure. Complaints requiring teacher input should be made after 3pm.

Complaints should always be discussed and resolved face to face rather than via email. An informal complaint should be made verbally.

**A formal complaint should be made in writing. This course should be taken after an informal complaint is expressed, or if the complaint is of a serious nature. Formal complaints will be reported to the Board by the Principal and responded to in writing.**

## Procedure

### **Complaints about children and provision for their learning (1)**

Step 1: complaints are always made to the relevant class teacher in the first instance to settle complaint through discussion

Step 2: if agreement cannot be reached the matter will be referred to the Principal

Step 3: if there remains no satisfactory solution the matter shall be investigated by the Principal who will make a decision that is final

### **Complaints about school-wide issues and school management**

Step 1: if the complaint is in respect to a particular classroom matter it shall be dealt with as in (1)

Step 2: if the complaint is about a school wide issue then it should be referred to the Principal

Step 3: the matter will be dealt with by the Principal who will, after following the complaints resolution procedure, make a decision that is final

### **Complaints about parents**

Step 1: both parties are encouraged to discuss the issue and resolve it together

Step 2: if agreement cannot be reached the matter should be referred to the Principal

Step 3: if there remains no satisfactory solution the matter shall be determined by the Principal who will make a decision that is final

## **Complaints about staff**

Step 1: both parties are encouraged to discuss the issue and resolve it together

Step 2: if agreement cannot be reached the matter should be referred to the Principal

Step 3: complaints about staff can be expressed directly to the Principal. It is at the discretion of the Principal as to whether step 1 applies

Step 4: the Principal will investigate complaints and determine the final outcome

The disciplinary procedures in the Primary Teachers' Employment Agreement are invoked with formal (written) complaints. If, after the complaint is investigated the need for improvement is identified then it is necessary that the teacher be told of the improvement required, given a reasonable chance and assistance to attain it, and advised of the consequences if the problem continues. Confidentiality must be maintained. At all stages. Staff have the right to be represented or supported by their union, colleagues or a friend.

## **Complaints about the Principal or a BOT member**

Step 1: complaints expressed about the Principal or a BOT member must be made to the Chairperson of the BOT

Step 2: both parties are encouraged to discuss the issue and resolve it together

Step 3: it is at the discretion of the Chairperson as to whether step 2 applies or a delegated member of the Board should the Chairperson be the subject of complaint

Step 4: if agreement cannot be reached a complaints committee of the Board will be constituted to determine the matter. Their decision shall be final.

