



St Joseph's School Fairlie

CONCERNS AND COMPLAINTS PROCEDURE

PURPOSE

A clear and fair procedure to resolve issues arising from complaints will help maintain good relations between staff, Board of Trustees, and parents.

Parents, teachers, Board members and the school community have the right to address a concern.

This procedure shall ensure that complaints are addressed and followed correctly.

Complaints against employees will be dealt with according to the rules laid out in each of the Collective Agreements, which apply to the individuals concerned.

At all times the Board of Trustees will observe the requirements to be a 'Good Employer' as defined in the State Sector Act.

All complaints will be dealt with in a fair and objective manner.

Many complaints will be able to be resolved by discussion between the parties without a need to take the matter any further.

If a problem cannot be resolved after going through the following procedures, any action can only be taken in accordance with the appropriate guidelines and contracts.

GUIDELINES

There is a need to clarify if a person wishes to make a formal complaint or simply wishes to comment on their impressions or reactions to a situation.

If a person wishes to register a complaint, that person will be encouraged to adhere to the following process and be made aware of that process.

Complaints should be dealt with in the following manner:

- | Stage 1:
Teacher | Stage 2:
Principal | Stage 3:
Board of Trustees |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|--------------------------------------|
| 1. Complaints should be brought to the staff member initially involved with the issue, such as the teacher. However, as it is the first stage of contact (due to the nature of the issue), this could be the Principal or Board of Trustees. | | |
| 2. Complaints involving the School Bus should be addressed to the Bus Controller. | | |
| 3. All complaints to the Board are to be acknowledged by the Secretary, put before the Board for consideration and investigation, then responded to. | | |

4. Complaints should be dealt with in a polite and sensitive manner, while every effort should be made to ascertain the complete nature of the complaint and for the complainant to feel their complaint is understood and will be given consideration.
5. All responses to complaints should be comprehensive and deal with all aspects of the complaint.
6. All participants to the action of a complaint are to maintain confidentiality of information and documents.
7. Complaints directed to staff are to be made during working hours and preferably by appointment.
8. Guidance and support can be obtained from STA.