

COMPLAINTS POLICY

NAG 5 Health and Safety

Purpose:

To ensure that all complaints against the Board, Principal, teachers or other staff members are dealt with expeditiously, fairly and lawfully.

Guidelines:

1. The Board of Trustees seeks positive co-operative communication within the school community.

Any person with a concern or complaint will have opportunity to have it addressed.

Unless the complaint is against the Board of Trustees or the Principal, the Board of Trustees will refer the matter to the Principal.

2. Concerns of parents should be first raised with the teacher concerned to try and resolve the matter. If this proves unsatisfactory the parents should contact a Deputy Principal or the Principal.

If the parents feel that they are unable to discuss the situation with staff or the Principal, they may contact the Chairperson of the Board of Trustees for advise as to how to proceed.

3. In the event that the Principal is unable to resolve the complaint to the satisfaction of the complainant, the matter will be referred to the Board of Trustees Chairperson.
4. Complaints referred to the Board of Trustees must be put in writing by the complainant. A member of the Board can be available to assist them in doing so. The complainant must sign any written complaint. Anonymous complaints will not be acted on. Any person who is the subject of a complaint shall be entitled to respond to it either verbally or in writing. At all times the principles of natural justice will be complied with.
5. Students with Concerns or Complaints.
Students are encouraged to settle their grievances with peers and staff. These are dealt with under guidance of the Deans.

Pupils who feel unable to work with the teacher or Dean may directly approach the Principal who will act as a facilitator to resolve the matter.

Approved/Review Date: 19/02/2009 Chairperson: V Newman