



Concerns and Complaints Procedures

Purpose

To establish procedures that ensure due process occurs, including meeting the rights of fairness and natural justice.

Guidelines

- Concerns (as distinct from formal complaints) will be dealt with informally by the Principal wherever possible.
- Parents / caregivers will be made aware of the procedures to be followed in dealing with concerns and complaints.
- If a parent / caregiver has a concern it is preferable that they first approach the teacher involved. This might require a mutually agreed out of class time appointment to be organised. If the problem is not resolved or the parent does not feel comfortable about a direct approach, they should refer the matter to the Principal. Recording of details of information will be at the Principal's discretion.
- It is not advisable for a parent / caregiver to approach a member of staff with a complaint in class time or in a location lacking privacy. Should this situation occur the teacher will ask the parent / caregiver to arrange a more appropriate location and time.
- Staff members will inform their Team Leader that a concern has been raised and inform them of what actions they intend to take in dealing with it.
- When dealing with a concern a teacher may wish to have the Team Leader or Principal present.
- Where a complaint by a parent / caregiver cannot be resolved by the staff member concerned or the parent / caregiver, or the matter has not been resolved to the parent / caregiver's satisfaction, then they shall be advised that they can refer the complaint to the Principal.
- Where the Principal is unable to resolve the complaint after discussion with the parent / caregiver and the staff member concerned, then any of these parties may refer the matter in writing to the Chairperson of the Board of Trustees.