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Reviewed	05/16



**ST BRIGID'S SCHOOL
PROCEDURAL STATEMENT
COMPLAINTS FROM MEMBERS OF THE SCHOOL COMMUNITY**

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 (or board as applicable) wherever possible.
- Familiarisation with the school procedures on concerns and complaints will be part of the induction of each new staff/board member.
- 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.

Formal complaints or unresolved concerns

The board is committed to ensuring that complaints and disciplinary action are handled correctly.

Conflict of interest

The judgment of whether a conflict of interest exists will be determined by the board, according to the facts of each particular situation.

Confidentiality

All possible steps will be taken to maintain the confidentiality of the complainant and respondent employee.

Resolving complaints

If there is agreement on the facts, and neither party wants a formal employment investigation, then the employer determines:

- An appropriate solution acceptable to the complainant
- Whether a record of the situation will be kept, and if so for how long
- What monitoring of the solution there will be, if any.

Handling complaints

- Formal complaints can be made to the principal or to the board.
- Complaints should be 'received' and put to the employee concerned in writing. The complainant should be identified to ensure the employee is able to address and respond to the allegations appropriately.
- On receiving a complaint advice will be sought from our local STA personnel/industrial adviser on how to proceed with who is to investigate and the terms of reference for the investigation.
- Our insurer will be advised early in the process.

Investigation – 5 step process

1. Advise the respondent employee of the allegations
2. Gather information
3. Record the findings of the employment investigation
4. Determine whether unacceptable behavior has occurred
5. Manage the outcome of the investigation

Complaints will be dealt with according to the relevant employment contract, the policies of the school and the principles of natural justice.