

## POLICY AND PROCEDURES FOR COMPLAINT

### Purpose

1. To provide the school's community with procedures to follow if they have a concern or complaint.
2. To ensure that the school responds to complaints in a fair and consistent manner.

### Guidelines

1. Any concern or complaint is treated as strictly confidential.
2.
  - a) Complaints against Teaching Staff  
 All complaints must be taken initially to the Teacher involved. If there are still concerns about the Teacher these are to be discussed with the Principal. If still dissatisfied, complaints should be made in writing to the Chairperson of the Board of Trustees.
  - b) Complaints against Principal  
 All complaints must be taken initially to the Principal. If still dissatisfied, complaints about the Principal are to be made in writing to the Chairperson of the Board of Trustees.
  - c) Complaints against Non-Teaching Staff  
 Need to be directed to the Principal
  - d) Complaints about Pupils  
 The Principal or Deputy Principals will deal with each complaint according to the circumstances and in accordance with the school wide Behaviour Management Programme.

Although the school does not have responsibility for the actions of pupils outside the school environment, the school will at times adopt a community pastoral care role.

3. All formal complaints are acknowledged and documented.
4. In dealing with all complaints, employers must act in accordance with conditions of relevant employment agreements and current legislation.
5. Appropriate action will be instigated to resolve the issues.
6. Unresolved complaints will be made in written form to the Chairperson of the Board of Trustees.
7. Outside agencies will be asked for advice in any situation where the Board of Trustees is unsure as to how to resolve the issue (eg: School Trustees Association).
8. The complainant is informed of the outcomes by the Principal or Chairperson of the Board of Trustees.
9. In cases where there is potential for on-going problems, the schools insurance company would be notified at the earliest stages.