

GLADSTONE PRIMARY SCHOOL

13. COMPLAINTS AND CONCERNS

RATIONALE

To maintain good relationships among staff, and between the school and parents and caregivers through resolving issues that may arise from time to time.

PURPOSE

To provide procedures that:

- Promote good communication and relationships.
- Ensure fairness, accuracy and balanced input among those involved.
- Give priority to achieving solutions as soon as possible.

GUIDELINES

1. Complaints are best settled as quickly and as informally as possible. The school has an Open Door Policy to encourage open lines of communication and it is therefore expected that in most instances this will happen.
2. Where the concern or complaint involves your child, parents and caregivers are encouraged to raise the issue with the class teacher in the first instance; or if the concern relates to curriculum or school management, with the Associate Principal of the appropriate Mini-School in the first instance.
3. All formal complaints need to be in writing, signed by the complainant/s and must be submitted to the Principal. In the event of a complaint against the Principal, the complaint must be submitted to the Chairperson of the Board of Trustees.
4. All formal complaints will be acknowledged in writing. If possible, acknowledgement will be within one day of receipt.
5. All complaints will be investigated according to the procedures in this Policy.

Procedures for Investigating Formal Complaints

1. The receipt of a formal complaint will be noted on the Complaints Record Sheet. The Complaints Record Sheet will be held by the Principal and will be viewed by the Principal and the Chairperson of the Board of Trustees.
2. The Principal will investigate the complaint. Where the complaint relates to the Principal, or the complainant feels the complaint has not been satisfactorily resolved by the Principal, then the complainant has the option of taking the complaint to the full Board of Trustees. All relevant information will be gathered, so that both sides' views are heard and a balanced report is compiled. At this stage the Board of Trustees may elect to establish a sub-committee to further investigate and make recommendations. Note that the full Board of Trustees must ratify all sub-committee recommendations.
3. If a meeting is necessary, the complainant and any individuals against whom the complaint is

made will be informed of the date and time of the meeting and their right to have a support person/group with them.

4. All proceedings of meeting will be documented.
5. All parties will be informed of the result of the investigation and any further action that will be taken (if any). If the complaint involves a staff member, a record will be kept on the staff member's personal file, if determined appropriate by the Principal.
6. The Board of Trustees (including the Principal) will adhere to its Code of Conduct at all times while investigating complaints.

Dave Shadbolt _____
(Principal)

Fiona Barker _____
(Chairperson)

