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## CONCERNS OR COMPLAINTS REGARDING THE SCHOOL

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**RESPONSIBLE FOR REVIEW:**

**BOARD OF TRUSTEES**

**DEPARTMENT RESPONSIBLE:**

**SENIOR LEADERSHIP TEAM**

**DATE REVISED:**

**OCTOBER 2017**

**NEXT REVIEW DATE:**

**OCTOBER 2020**

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The school has a process to deal with concerns / complaints that may arise. People with concerns / complaints about the school are encouraged to approach the school directly. They will be directed to the professional responsible for the policy/procedure, system or teaching and learning in the first instance. Appropriate staff will ascertain the facts impartially. The school will endeavour to resolve the concern with an explanation as quickly as possible.

### **CONCERNS**

1. Matters of concern can initially be made to HOD's or Senior Management.
2. If the concern is made to HOD's, the HOD will inform Senior Management.

### **COMPLAINTS**

3. In accordance with the relevant Collective Employment Agreement(s) complaints, that could constitute serious professional misconduct, require a formal notification in writing which must be made to the Principal who will acknowledge the receipt as soon as practical and act upon it to resolve the issue.
4. If there is no satisfaction from the previous step, a formal letter of complaint must be made to the Board of Trustees.
5. If the complaint is in respect of the Principal, then it must be addressed in a formal letter to the Board of Trustees.
6. On receipt of a formal complaint, the Principal/Board of Trustees Chairperson will provide all the information in the complaint to the person being investigated. Confidentiality will be observed by all parties at all times in accordance with the Collective Agreement(s).
7. The Principal/Board of Trustees Chairperson will outline to the staff member concerned, the process to be used to deal with the complaint. The current CEA (Collective Employment Agreement) or IEA (Individual Employment Agreement) will be followed.

8. The Principal/Board must ensure that the procedure followed is in line with staff entitlements according to their rights as outlined by relevant collective agreements eg Section 3.4 of the current STCA "Teachers Conduct and Discipline". It is recommended that the Board seek expert advice from the School Trustees Association advisor or the associated union.
9. The Board Chair will acknowledge the letter of complaint within a fortnight of receipt and the complainant will be advised of the next steps in the Board process. The letter becomes part of the correspondence that will be dealt with at the next Board meeting when the Board moves into committee.
10. The letter of complaint is tabled at the Board meeting (during a 'public excluded' session of the meeting) and referred to relevant parties for reporting back to the Board. The Board will decide whether to deal with the matter as a whole or appoint a sub-committee to investigate and then recommend to the full Board, or delegate to the Principal to investigate and report back to the Board.
11. The emergency committee of the Board of Trustees will convene if the Board Chair considers the matter urgent.
12. The full Board will make a decision and the decision will be communicated in writing.
13. Any party may request in writing a reconsideration of the Boards decision.
14. Where required by the Insurance policy, the school's insurance company will be informed of the complaint.
15. A complaint regarding lack of compliance in relation to the procedure above, will be actioned as a new complaint rather than a reconsideration of the previous issue.

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***Signature (BOT Chairperson)***

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***Date Ratified***