

# **POLICY**

## **CONCERNS AND COMPLAINTS**

*That we may have life and have it to the full.* based on John 10:10

**Rationale** It is important that people with justifiable concerns and complaints are able to have these heard in an environment where the rights and dignity of all concerned are protected.

### **Purpose**

- 1) To resolve concerns and complaints fairly and as quickly as possible.
- 2) To protect the rights of any person who is the subject of a complaint and of the complainant.
- 3) To ensure compliance with all obligations under the Board of Trustees liability insurance cover.

### **UNDERLYING PRINCIPLES**

- 1) Any person who is the subject of a complaint has a right to be listened to and respected regardless of the circumstances.
- 2) Any person who is the subject of a complaint has a right to know the details of the complaint.
- 3) Any person who is the subject of a complaint has the right to be heard in connection with the complaint.
- 4) Any person who is the subject of a complaint must be advised of the right to be represented.

### **Guidelines**

#### **Informal Complaint**

- 1) Where any parent or other person has a genuine concern about anything that is happening at school but does not wish to make a formal written complaint, then they may approach the responsible teacher or other staff member directly provided they observe the following rules:
  - (a) The parties must agree on a time and place for the communication of the complaint, which meets the needs and requirements of both parties.
  - (b) Complaints may only be communicated in a way that ensures that they remain confidential.
  - (c) No child is to be approached.
  - (d) Any person involved may have a support person.

- (e) Where the complaint involves actions or events, which the person receiving the complaint has not witnessed directly then they shall be given such time as is reasonably necessary to make an investigation before deciding what action, if any, should be taken.
- 2) If any person is dissatisfied with the outcome of an informal complaint they should be invited to make a formal complaint in writing.

### **Formal Complaint**

- 3) If any parent or other person has a genuine concern about anything that is happening at school they should be invited in the first instance to put the details of any such concern in writing by way of a formal complaint to the teacher or other staff member responsible.
- 4) The complaint should where possible include the names of those persons said to be involved as well as a description of where and when the events occurred, other witnesses present and any suggested remedial action.
- 5) If any person is dissatisfied with the outcome of the formal complaint they may approach the Principal and ask him to reconsider the complaint and/or make such further investigation as might be reasonably necessary.
- 6) If any person is dissatisfied with the outcome of the Principal's determination of the complaint they may forward a formal written complaint on the matter to the Board of Trustees.