

CONCERNS AND COMPLAINTS

PURPOSE

To provide a process through which individuals can have their school – related concerns and issues acknowledged and addressed in a fair and equitable manner.

OBJECTIVES

- 1 To provide an accessible and equitable means for dealing with concerns, issues and complaints.
- 2 To encourage the resolution of disputes to the mutual satisfaction of all parties concerned at the lowest level of formal process possible.
- 3 To provide clear guidelines and timeframes for the resolution of expressed concerns, issues and / or complaints.

GUIDELINES

- 1 Where there are issues to be resolved, the process outlined below is to be followed with the view to finding resolution as early as possible in the process.
- 2 Complainants are to express their concern to the staff-member or trustee directly involved.
- 3 *Only if resolution is not achieved*, the complaint should be lodged in writing to the staff-member or trustee concerned. A written response will be provided within three working days of receiving the letter of concern.
- 4 *Only if resolution is not achieved*, the complaint should be lodged in writing with the principal (where it concerns a staff-member) or the Board of Trustees Chairperson (where it concerns a trustee). A written response will be provided within five working days of receiving the letter of concern.
- 6 *Only if resolution is not achieved*, the issue will be considered at the next scheduled monthly meeting of the full Board. A written response will be provided within five working days of that meeting.
- 7 At any stage of the above process, staff-members are entitled to seek the support of appropriate colleagues and / or applicable union personnel. Trustees may choose also to access guidance and support as befits any prevailing circumstance.

If you have a concern or you wish to lodge a complaint:

Talk directly to the person concerned
– tell them what the problem is.
If that doesn't seem to work ...



Put it in writing to the person.
You will get a written response within three working days.
If that doesn't seem to work ...



Write to the principal (or the Board of Trustees if it's about the principal).
You will get a written response within five working days.
If that doesn't seem to work...



Write to the Board of Trustees; the issue will be considered
at the next scheduled meeting of the full Board.
You will get a written response within five working days of that meeting.

Please note:

At any stage of the above process, staff-members are entitled to seek the support of appropriate colleagues and / or applicable union personnel. Trustees may choose also to access appropriate guidance and support.

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