



## GENERAL COMPLAINTS PROCEDURE

### RATIONALE:

To provide a systematic procedure to consider complaints about the school, its policies, practices, personnel and Board members.

### GUIDELINES:

#### General introduction:

1. There will be consistency and fairness in the manner in which complaints are attended to and a time frame given.
2. There will be an opportunity offered for the concern/complaint to be resolved
3. Every endeavour will be made to ensure the concern/complaint does not have a negative effect on the school and the person/s involved.
4. A focus will be made on the issues and facts, not the personalities.
5. The procedure will maintain the dignity and privacy of those involved.

#### Specific Guidelines:

1. Concerns/complaints will be directed to the person involved directly and if the complaint is not resolved then to the principal.
2. Concerns/complaints of a minor nature may be resolved informally.
3. Concerns/complaints about the Principal will be directed to the Chairperson of the Board of Trustees.
4. Privacy will be maintained at all times.
5. A mutually acceptable third person may be involved at any stage to facilitate resolution.
6. Staff may enlist a union advocate at any stage.
7. A written record will be kept of concerns/complaints and outcomes of discussion. This material will be confidential.
8. Complaints of a serious nature will be communicated to the Board of Trustees and/or relevant support personnel.
9. Where a complaint is identified clearly to be vindictive and or ill-based, the Board of Trustees will offer all practical support to the respondent of the complaint.
10. With regard to discipline, competency and dismissal, management and the Board of Trustees will follow the principles set out in the relevant employment contracts.
11. The General Complaints Procedure document will be available on the school website

#### NOTE:

The relationship between members of the school community and within the school itself are strengthened when concerns/complaints are given serious and fair consideration. The School is always open to the possibility of positive change, and attending to concerns and complaints provides this opportunity.

**Review Responsibility:** *Board Chairperson, Principal, DP & Staff Rep.*

**Date Confirmed:** 29<sup>th</sup> March 2025

**Principal:** *Amwaster* .....