

Wakari School Board of Trustees  
**CONCERNS AND COMPLAINTS POLICY**  
17 October 2005

**PURPOSE**

To provide avenues for receiving and handling concerns and complaints relating to the school, and to set out the procedures to be followed.

**Concerns**

The aim is to encourage dialogue and communication regarding concerns among the school staff, management, students, parent/care givers and the Board. We operate an “open door” policy and encourage discussion among the affected parties at the earliest possible time in order to immediately resolve any concerns.

**Complaints**

A complaint may arise where a party/parties have remained unsatisfied with the resolution to a concern, or they may lodge a formal complaint in the first instance.

A complaint can arise in a number of ways, but will generally take the form of a parent complaint against a staff member, a staff member against another staff member, staff against the principal, or any of the preceding parties against a pupil. Where a pupil makes a complaint, the parent or caregiver will be contacted and the complaint would be formally lodged by the parent or care giver.

Dealing with complaints will conform to the relevant Collective Agreement or Employment Contract.

**OBJECTIVES**

1. Concerns expressed should be dealt with by the relevant individuals as soon as possible;
2. Complaints need to be in writing and there will be documentation of the response, and reporting to the Board;
3. Complaints will be investigated with the participation of all affected parties;
4. Complaints and their investigation will be held in confidence and limited to only appropriate individuals and organisations.

**PROCEDURE**

1. All formal complaints must be lodged in writing with the principal, and where the Principal is a party of the complaint, then to the Chairperson of the Board.
2. The Principal will keep a log of all formal complaints, recording the date of receipt, date of resolution and a brief summary of outcome.
3. The Principal will make contact with the complainant within 24 hours, acknowledging receipt of the complaint, and indicating his plan to investigate the matter.

4. The Principal will either investigate the complaint himself, or delegate the task to a senior member of staff. The complainant may be contacted to clarify the complaint.
5. Affected parties will be given a copy of the complaint and be allowed time to respond. A meeting will be scheduled with the Principal to hear the response, and the affected party has the option of bringing an advocate or counsellor to this meeting.
6. The Principal will make a determination as to the outcome of the complaint and write a response to the complainant outlining the findings and remedies if necessary. All efforts will be made to conclude a complaint within a reasonable time period. If there are unforeseen circumstances which lead to a delay, the Principal will communicate the delay to the complainant.
7. The Principal will maintain the complaint log with completion dates and summaries of outcome. The Principal will also maintain a filing system for all formal complaints.
8. The Principal will report to the Board on the number of and outcome of formal complaints.

#### **EFFECTIVENESS REVIEW**

1. This policy will be reviewed by the board in accordance with its self-review guidelines and timetable.
2. The board will make its review report available to parents and staff.