

## **3.02 Complaints**

### **Rationale:**

Handling complaints requires clear and fair procedures, a recognition of employment contracts and a commitment to justice and conflict resolution.

### **Purposes:**

1. To acknowledge that all complaints should be investigated fairly and objectively
2. To follow a path which encourages resolution of concerns at the earliest opportunity
3. To respect the integrity of Principal and Staff
4. To acknowledge the role of the Principal as professional leader and manager of the school
5. To protect teachers and other employees against malicious and frivolous allegations
6. To ensure that any conduct issues are dealt with fairly, and in accordance with existing legislation and employment contract

### **Guidelines:**

1. All complaints against any member of staff (including the Principal) will be in writing and received either by the Principal or Chairperson of the BOT. The recipient of the complaint will provide a copy to the other party.
2. Complaints against management / systems / staff will be initially addressed by the Principal. Complaints against the Principal will be initially addressed by the Chairperson of the BOT.
3. The Principal will inform the Chairperson of the BOT of the actions that are being taken to address discipline / performance complaints against staff.
4. Where it is deemed appropriate, the Principal may pass on the complaint to a relevant senior staff member to investigate. A written report of the investigation will be provided to the Principal at the conclusion of the investigation.
5. Where appropriate, advice and assistance of the School Trustees Association should be sought and the School's Insurer advised.
6. The receipt of complaints must be acknowledged in a timely fashion by the person investigating it.
7. Investigations should be dealt with fairly, quickly and effectively. It is to be clearly documented.
8. The party to whom the complaint is against will be entitled to a copy of the written complaint. Initially, the response by the staff member to the complaint should be in writing. This response should be timely.
9. If the complaint is against a member of staff, and necessitates a staff member being interviewed, they may have a support person or a member of their union present.
10. Where complaints / issues are of a teacher discipline or competency nature, they are to be dealt with under procedures in the Staff Competency, Conduct and Discipline Policy.
11. All actions taken as a result of a complaint must be in accordance with the appropriate Collective / Individual Employment Agreements affecting that particular staff member.
12. For all complaints, strict confidentiality must be preserved, and all actions taken must be carefully documented. All documentation is to be held in a central file accessible only to the Principal and / or Chairperson of the BOT.

## LISTON COLLEGE POLICY :

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13. Any reference at a Board meeting will be “In Committee”.

**Conclusion:**

Complaints are dealt with quickly and effectively when explicit, fair, procedures are outlined and followed.

### Adopted by Board of Trustees

Review Date: \_\_\_\_\_ Chairperson: \_\_\_\_\_  
\_\_\_\_\_

**Reviewed:**

Reviewed 30/8/05

Reviewed 29/7/08

Reviewed 30.06.15

**Next Review:** 2018 – every Three years