

CONCERNS AND COMPLAINTS POLICY

SECTION: Nag 3 Employment & Personnel

DATE EFFECTIVE: February 2021

REVIEW DATE: February 2023

In the interests of fairness, any formal complaint or serious allegation must be made in writing (letter or email) and resolved in a timely fashion. All parties must maintain confidentiality at all times. The Board of Trustees must ensure its objectivity and fairness.

Procedures

A written record of all proceedings for all complaints must be kept.

Responsibility:

Action:

Complainant

1. Put your concerns in a letter or email, and sign it. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include names and contact phone numbers where possible.
2. Send the letter or email marked *Confidential* to the school Principal or, if the complaint is about the Principal, to the chairperson of the Board of Trustees. The contact details are available from the school office.

Principal (if complaint is about a staff member)

1. Acknowledge receipt of the complaint by letter or email to the complainant.

Inform the chairperson of the Board of Trustees.

Follow the procedures outlined for investigating complaints.

Board chair or personnel sub-committee (if complaint is about the Principal)

1. Acknowledge receipt of the complaint by letter or email to the complainant.

Follow the procedures outlined for investigating complaints.

Unresolved Complaints

- Where the complainant believes that the issue has not been resolved to their satisfaction, they may be invited to refer the complaint or concern directly to a Senior Teacher.
- If the interim response does not resolve matters, or the matter is deemed sufficiently serious, an investigation may take place.
- Where the Principal is unable to resolve the complaint or concern, the complainant or staff member involved may refer the matter to the Board of Trustees in a letter or email.

Complaints against a Staff Member

- Complaints or concerns should be referred directly to the relevant staff member in the first instance. However, there may be instances where this is inappropriate.
- The staff member concerned must be advised of the right to representation.
- The staff member shall be given a copy of the complaint or concern for response and shall be given a reasonable timeframe in which to respond. If the complaint is too general, the Board of Trustees should seek more detail. Detail should be sufficient for the staff member to identify the particular incident or issue.
- If a written response is not forthcoming within the time allowed, the Board of Trustees should request an immediate response pointing out that without a response the Board of Trustees would be forced to consider the complaint without the benefit of the staff member's response.
- The Board of Trustees should allow the staff member the opportunity to talk to the written response.
- The Principal should refer to the appropriate employment contract for complaint/disciplinary provisions.

Investigations

- The Board of Trustees should appoint a sub-committee to investigate as necessary to establish the facts. The fact that an investigation occurred and the nature of it should be recorded in writing.
- If it is found that there is a case to answer, the staff member must be reminded of the right to representation and given the right to respond to the findings. The staff member has the right to be heard by the Board of Trustees.
- The Board of Trustees must consider the facts, any recommendations made and determine what if any disciplinary action is appropriate.

To be reviewed every two years

Date ratified by the Board:

Signed:



Board Chair

Date: 23.3.2021