



1. Complaints Process

Rationale: That in the situation of a complaint against any staff, BOT member or student, there is a recognised formal procedure that will be followed.

Purpose: To ensure the BOT can be satisfied that an open, transparent and auditable process for complaint resolution will be upheld for any complaints made by a parent, caregiver, staff member or board member.

1. All complaints **must** be in writing. No action will be undertaken in relation to anonymous complaints.

Complaints against a teacher

2. Complaints against a teacher will be discussed between the Teacher and the complainant in the first instance. Action will be taken as required. The Principal will be informed of the complaint, the response taken and the outcome achieved;
3. If the matter cannot be resolved to the satisfaction of both parties, as per clause 2 above; or the complainant does not feel comfortable dealing directly with the teacher concerned; the matter will be referred to the Principal for resolution. The Principal will discuss the matter with all concerned parties and initiate any required investigation into the matter. Action will then be taken as required and the BOT informed accordingly of the complaint, the response(s) and the outcomes.
4. If the matter is still not resolved, it will be referred to the BOT by the Principal.
5. The Board and Principal will discuss the matter and agree on any action to be taken.
6. The complainant will be informed in writing of the final decision by the Board.
7. If the matter is still not resolved, the BOT will seek further advice.

Complaints against the Principal:

8. If the complaint involves the Principal, the complaint will be discussed between the complainant and the Principal in the first instance. Action will be taken as required. The

Board Chair will be informed of the complaint, the response taken and the outcome achieved;

9. If the matter cannot be resolved to the satisfaction of both parties, as per clause 8 above; or the complainant does not feel comfortable dealing directly with the Principal; the matter will be referred to the BOT for resolution. The Board Chair will discuss the matter with all concerned parties and initiate any required investigation into the matter. Action will then be taken as required and the BOT informed accordingly of the complaint, the response(s) and the outcomes.
10. The complainant will then be informed in writing of the final decision by the BOT.
11. If the matter is still not resolved, the BOT will seek further advice.

Complaints against a BOT Member:

12. If the complaint involves a Board member, the complaint will be discussed between the complainant and the Board member in the first instance. Action will be taken as required. The Board Chair (or other nominated Board member if the complaint is against the Chair) will be informed of the complaint, the response taken and the outcome achieved;
13. If the matter cannot be resolved to the satisfaction of both parties, as per clause 12 above; or the complainant does not feel comfortable dealing directly with the Board Member; the matter will be referred to the wider BOT for resolution. The BOT will discuss the matter with all concerned parties and initiate any required investigation into the matter. Action will then be taken as required.
14. The complainant will then be informed in writing of the final decision by the BOT.
15. If the matter is still not resolved, the BOT will seek further advice.

Complaints against a Student:

16. If the complaint involves a student, the complaint will be discussed between the complainant and the student's Teacher in the first instance. The Teacher will discuss the matter with the student and their caregiver. Action will be taken as required. The Principal will be informed of the complaint, the response taken and the outcome achieved;
17. If the matter cannot be resolved to the satisfaction of all parties, the matter will be referred to the Principal for resolution. The Principal will discuss the matter with all concerned parties and initiate any required investigation into the matter. Action will then be taken as required and the BOT informed accordingly of the complaint, the response(s) and the outcomes.
18. If the matter still cannot be resolved to the satisfaction of all parties, the matter will be referred to the BOT for resolution. The Board Chair will discuss the matter with all concerned parties and initiate any required investigation into the matter. Action will then be taken as required and the BOT informed accordingly of the complaint, the response(s) and the outcomes.
19. The complainant, the student and their caregiver will then be informed in writing of the final decision by the BOT.
20. If the matter is still not resolved, the BOT will seek further advice.

Complaints Register:

21. A complaints register will be maintained to keep a record of all complaints, together with the resulting responses and outcomes.

Review : Annually

Signed _____ (BOT Chairperson)

Reviewed 15 August 2016