

SPOTSWOOD COLLEGE BOARD OF TRUSTEES

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COMPLAINTS POLICY

NAG 3

RATIONALE

All complaints, whether made by students, parents/caregivers, teachers and the Principal or others, will be dealt with in a fair and consistent manner.

Complaints about the Principal will always be dealt with by the Board, but all other complaints **will initially be dealt with by the Principal.**

PURPOSE

To provide a procedural outline for dealing with complaints.

PROCEDURES

1. Receipt of Complaints:

- (a) Complaints can be made to the Principal or any member of the Board.
- (b) Where complaints are received by an individual Board member they should be referred immediately to the Principal or Board Chairperson who will **discuss and resolve informally where appropriate.**
- (c) Where complaints are not resolved informally, they should be **put into writing** with the person making the allegations able to be identified.
- (d) The Principal will report to the Board on any complaints resolved by him or in conjunction with the Board Chair.

2. Where complaints give rise to concern about teacher conduct and discipline or to teacher competence they will be dealt with under the appropriate procedures.

3. The Principal and Board, in dealing with complaints, will be mindful of the need for:

- * all complaints to be taken seriously
- * the complaint not be debated in the public arena
- * the complainant to be kept informed of progress towards resolution
- * the complaint to be resolved as promptly as possible without contravening the principles of natural justice (for all parties)
- * confidentiality to be maintained
- * conflicts of interest to be declared
- * neutrality in announcing outcomes

4. Further:

- * all complaints need to be acted upon immediately
- * formal complaints are to be fully documented and referred to the next BOT meeting following the complaint
- * the BOT will direct the dispute procedures consulting with STA if/when necessary
- * at the conclusion of any formal complaint, a report will be given to both the Board and complainant outlining final outcomes/solutions.
- * The Principal will keep appropriately documented notes of all complaints including those resolved informally
- * The Principal will ensure that staff involved in complaints receive an emailed summary of the complaint process and outcomes. Staff are to be offered the opportunity to add their comments to the notes to ensure a fair reflection of what took place. The notes are to be filed in the Teacher's file for a period of 12 months.

Approval:

When the Board approved this Policy it agreed that no variations of this Policy or amendments to it could be made, except with the majority approval of the Board.

Approved by the Board of Trustees on 21 March, 2016

Signed on behalf of, and with the authority of the Board

_____ on _____ (Date)
Board Chairperson

Due for Review: _____ (Date)

Reviewed Date: _____ Signed for B.O.T. _____

