

RENWICK SCHOOL

Complaints Policy Involving Staff Members

RATIONALE:

To ensure correct procedure is followed in handling concerns or complaints about a staff member.

PURPOSE:

- 1 To protect students from abuse or harassment by a staff member.
- 2 To protect staff from incorrect allegations or harassment by students and/or their parents.

BROAD GUIDELINES:

- 1 All complaints whether written or verbal should be directed through the Principal in the first instance. (Complaints against the Principal - refer to Broad Guideline 5)
- 2 Complaints should then be referred by the Principal to the staff member concerned for a response.
- 3 The Principal, after considering the nature of the complaint, will attempt to resolve the matter by discussing it with the student(s), the parent(s) and staff member concerned. If applicable, a family meeting should be convened by the Principal.
- 4 If the complainant does not consider the issue is resolved to their satisfaction, then the Principal will advise them of their right to make a formal written complaint to the Board of Trustees.
- 5 On receipt of a formal complaint, the Board of Trustees will establish a sub-committee, acknowledge receipt of the complaint and advise the staff member and Principal of the right of the staff member to seek union assistance and/or legal advice.
- 6 The staff member will be given the opportunity to respond in writing to a formal complaint received by the Board of Trustees.
- 7 The sub committee should seek advice from School Trustees Association and legal advice at the earliest opportunity, if applicable. The sub committee will undertake a formal inquiry to define the problem and an action plan.
- 8 The sub committee will report to the Board of Trustees before any action is taken.
- 9 Full written records must be kept and all complaints documented on a Complaints Record. These records will be filed by the Principal
- 10 All business concerning complaints will be held in committee and treated as strictly confidential. The requirements of the Privacy Act 1993 and the Human Rights Act should also be adhered to.

CONCLUSION:

Every effort should be made to respond promptly so as to avoid the situation where minor misunderstandings become major inter-personal problems.

Prepared by BOT & Principal 2011

Reviewed 2017