



Roxburgh Area School Complaints Policy

Purpose

A clearly defined process for handling of complaints is essential to ensure members of the whole school community have confidence in the operation of the school and Board of Trustees, and have been dealt with formally.

Objectives

1. All complaints from staff, parents, and students will be addressed by the appropriate person. The complainant can address their concern to the teacher and if not satisfied, can then escalate their complaint to the Principal and ultimately the Board.
2. The outcome and action taken would be reported to the complainant/s and to the Principal/Board.
3. Where a complaint is directed in relation to actions of the Principal or dissatisfaction is felt with the manner that the complaint has been handled, the Chairperson of the Board of Trustees should be notified.
4. Where a complaint is required to be discussed at a full Board Meeting, those involved have the right to be present. It should be normal procedure for the final discussion and voting on a course of action to be held "in committee".
5. If for any reason a "conflict of interest" exists, the trustee concerned should withdraw from the issue. Such withdrawals should be formally recorded in the minutes.
6. In dealing with complaints at the Board of Trustees level, the Board should refer to the appropriate employment contract for complaints/disciplinary provisions and where applicable seek legal advice.
7. A verbal complaint can be received and acted upon. However, the complainant will be strongly encouraged to put the complaint in writing. The person, who has received the complaint against them, should be informed of the complainant's identity. There may be instances where anonymity of the complainant is required to ensure safety and security of all parties, this will be discussed at the time of the complaint being lodged and reviewed'
8. At all times when dealing with a complaint the Principal and Board of Trustees members will maintain full confidentiality, ensure objectivity and fairness and respond in a courteous, frank and honest manner.

The school also has a procedure for addressing concerns. A concern is an issue that parents, staff, or students are unwilling to write down and is not as serious as a formal complaint.

Policy Review

1. This policy will be reviewed at least every three years according to the Board's Annual Programme of Policy Effectiveness Reviews.