



BAYVIEW PRIMARY SCHOOL POLICY: COMPLAINTS

Purpose

1. The school has an open door policy.
2. Parents and teachers are encouraged to communicate honestly and openly so that a trust relationship is developed.
3. It is important that each complaint is received fairly and promptly with both parties retaining dignity.
4. Under the Health and Safety of Employment legislation the protection of the rights of the teacher must be protected

All the following procedures must be constructive, fair, seen to be fair, and protective of the dignity of all involved and adhere to the principles of natural justice.

This policy will be available on the school website.

For the purposes of these procedures there is a distinction made between a **concern** and a **complaint**.

Definitions:

1. For the purposes of these procedures a **concern** is:
 - 1.1. An issue a parent, caregiver may have about their child relevant to their learning or well being
 - 1.2. An issue a parent may have with the interactions of another child in their child's class
 - 1.3. Takes the form of a series of questions
 - 1.4. Precedes the formality of a **complaint**
 - 1.5. Is inquisitive not accusative
2. For the purposes of these procedures a **complaint** is:
 - 2.1. An issue a parent or caregiver may have about a staff member's interactions with their child
 - 2.2. Is more formal than a concern
 - 2.3. Is more accusative than inquisitive

Guidelines

CONCERN

1. The first approach should be made to the class teacher or vice versa
2. Make a time to meet with the teacher which:
 - 2.1. Avoids preparation time in the mornings
 - 2.2. Is appropriate for both parties
3. The focus of this meeting should be:
 - 3.1. An inquiry about a child's achievement, well being or behaviour
 - 3.2. Framed in the form of information sharing to ensure that there are no misunderstandings
 - 3.3. In atmosphere of mutual respect
4. If the meeting disintegrates then the complaints procedures are to be initiated and followed and this meeting terminated.

COMPLAINT (Once the issue is more serious than a concern or a concern has not been

satisfactorily resolved by either party)

A. STAFF/PARENT (at all stages of this process the teacher has a right to access any information concerning him or her)

1. The first approach should be made to the Team Leader or vice versa.
2. A meeting will be set up to discuss the complaint. This meeting should:
 - 2.1. focus on the complaint
 - 2.2. clarify misunderstandings by frank and fair discussion
 - 2.3. seek to come to agreement about solutions to the complaint
3. The Deputy Principal becomes the next step of redress if the problem remains unresolved. This meeting should:
 - 3.1. focus on the complaint
 - 3.2. clarify misunderstandings by frank and fair discussion
 - 3.3. seek to come to agreement about solutions to the complaint
4. If the problem still exists a further meeting to be arranged with the person, Deputy Principal and Principal. This meeting should:
 - 4.1. be formally minuted
 - 4.2. inform Board of Trustees of complaint and intended solutions / actions
 - 4.3. focus on the complaint
 - 4.4. contain explanations by complainant and Deputy Principal with documented evidence
 - 4.5. record discussions of resolutions and/ or further action to be taken.
5. If it is found that disciplinary actions will need to be taken, all the provisions of the appropriate employment contract will be complied with
6. If no further improvement/agreement can be reached:
 - 6.1. A final meeting is to be called with Principal, complainant, teacher and appropriate support person and Board of Trustees Chairperson in an attempt to resolve the complaint. At this meeting:
 - 6.1.1. Outline problem
 - 6.1.2. The reasons for the inability to reach solution/agreement
 - 6.1.3. The discussions are:
 - 6.1.3.1. formally recorded
 - 6.1.3.2. Passed onto the next full Board of Trustees meeting
7. At the next full Board meeting, the Board:
 - 7.1. Discusses the content of the complaint
 - 7.2. Hears from both parties regarding the complaint
 - 7.3. Considers the evidence and appropriate action
 - 7.4. The principal must **not** be part of that decision making process
8. The Board of Trustees decision on the complaint outcome:
 - 8.1. is only subject to Teacher Council review.
 - 8.2. if it involves disciplinary action must follow those procedures outlined in the appropriate employment contract.

B. DEPUTY PRINCIPAL/ PARENT

1. The procedures follow the same pattern as for Section A above except for the level of personnel involved at each stage of the process
2. The first approach should be made to the Deputy Principal or vice versa.
3. The Principal should become the next step of redress if the problem is unresolved with the Deputy Principal.
4. The Board Chairperson should become the next step of redress if the problem is

unresolved with the Principal

5. If the problem still exists the complaint is heard at the next appropriate Board meeting. This meeting should:
 - 5.1. be formally minuted
 - 5.2. inform Board of Trustees of complaint and intended solutions / actions
 - 5.3. focus on the complaint
 - 5.4. contain explanations by complainant and Deputy Principal with documented evidence
 - 5.5. record all discussion of resolutions and/ or further action to be taken.
 - 5.6. Decide and record any decision of action to be taken.
6. If it is found that disciplinary actions will need to be taken, all the provisions of the appropriate employment contract will be complied with
7. The principal shall **not** be part of the decision making process at any point
8. The Board's decision is only subject to Teacher's Council review.

B. PRINCIPAL / PARENT

1. The procedures follow the same pattern as for Section A above except for the level of personnel involved at each stage of the process
2. The first approach should be made to the Principal or vice versa.
3. The Board Chairperson should become the next step of redress if the problem is unresolved with the Principal
4. If the problem still exists the complaint is heard at the next appropriate Board meeting. This meeting should:
 - 4.1. be formally minuted
 - 4.2. inform Board of Trustees of complaint and intended solutions / actions
 - 4.3. focus on the complaint
 - 4.4. contain explanations by complainant and Principal and appropriate support people with documented evidence
 - 4.5. record all discussion of resolutions and/ or further action to be taken.
 - 4.6. Decide and record any decision of action to be taken.
5. If it is found that disciplinary actions will need to be taken, all the provisions of the appropriate employment contract will be complied with
6. The principal shall **not** be part of the decision making process at any point
7. The Board's decision is only subject to Teacher's Council review.

C. BOT/PARENT

1. The first approach should be made to the Board of Trustees member or vice versa.
2. The Board Chairperson should become the next step of redress if the problem is unresolved.
3. If no further improvement/agreement can be reached:
 - 3.1. A final meeting is to be called with the Principal, complainant, Board member involved, appropriate support people and Board of Trustees Chairperson in an attempt to resolve the complaint. This meeting should:
 - 3.2. Outline problem and inability to reach solution/agreement
 - 3.3. Document all discussion
 - 3.4. Consider the evidence presented by both parties
 - 3.5. make a decision as to appropriate action
4. The Board member involved in the complaint must **not** be involved in the decision

making process

5. The Board of Trustees decision on complaint outcome is only subject to Teacher's Council review.

Formulated By: **Bayview School Community, Board of Trustees, Principal and Teachers**

Approved By:

Date:

Review Date:


23/03/2015

2017