

### **3.10 Complaints Against Staff**

3.10.1 The school will respond to complaints in a fair and consistent manner and in accordance with the relevant employment contracts, legislation and relevant codes of conduct.

3.10.2 Complaints are more serious than concerns. Complaints should be made in writing (e-mail letter etc), in the first instance to the relevant staff member or the principal. Staff members are to make themselves available at any reasonable time to discuss concerns, and to work with the person making the complaint to find a satisfactory solution. All staff members are expected to inform the principal of any written complaint.

3.10.3 Unresolved complaints about the principal should be directed to the chair of the B.O.T.

3.10.4 Where the person making the complaint, feels a satisfactory resolution has not been reached within a reasonable period of time, the issue should be referred to the DP or Principal as soon as possible. A meeting should be set up with the staff member involved and the complainant in an effort to find a satisfactory resolution.

3.10.5 Informal concerns should be taken seriously and dealt with at the earliest stage, thus reducing the need for a formal complaint. Concerns should be handled without the need for formal procedures.

Formal procedure can be invoked when:

- (i) initial attempts to resolve issues are unsuccessful and the person(s) raising the concern remains dissatisfied and wishes to take the matter further
- (ii) the nature of the complaint is considered to be too serious to resolve informally

3.10.6 Dealing with complaints will follow the attached flow chart procedure and may involve independent advice. Nothing in this policy prevents summary removal/dismissal in the case of serious misconduct. In such cases, the appropriate authorities (e.g. police) will be contacted. An unprejudiced investigation will be carried out and the employee given the opportunity to answer any allegations against them or results of any investigation.

3.10.7 In dealing with any complaints the school will act in accordance with the relevant conditions of the current employment agreement pertaining and the principals of natural justice.

3.10.8 All complaints will be dealt with in a timely manner and in the strictest of confidence.

3.10.9 Documentation will be kept in a confidential file and retained for an agreed period or for the time the student/staff member is at the school.

3.10.10 All policies are available from the school office and will be referred to through school newsletters and/or website.