Mount Aspiring College
Board of Trustees

Concerns & Complaints Procedure

Purpose:

- To ensure that all concerns and complaints are taken seriously and dealt with promptly, consistently and fairly.

Guidelines:

1. Concerns are dealt with informally, as outlined in *"What Do I Do If I Have A Concern".*
2. Complaints are received by the Principal or the Board Chairperson. Documentation commences.
3. If the complaint is against a staff member and is not already in writing, it is put in writing by the Board.
4. The substance of the complaint is investigated to establish the facts and determine appropriate action.
5. If serious misconduct has occurred or the welfare/safety of any person in the school is compromised, the staff member is suspended pending the outcome of the investigation.
6. The person against whom the complaint is made is given the right of reply, including appropriate support.
7. If an outcome cannot be achieved, or if the Principal deems the matter serious, the complaint is referred to the Board.
8. Where the Board decides to initiate formal disciplinary proceedings, all actions comply with the statutory requirements of the relevant and current contracts and other applicable statues.
9. Where the complaint is against the Principal, it is investigated by the Board or a sub-committee of the Board (excluding the Staff Representative).
10. If the Principal is raising the complaint, it is investigated by the Board or a committee of the Board, excluding the Principal.
11. Confidentiality is always maintained. Issues are neither debated nor responded to publicly.
12. Outcomes are reported to parties involved.
13. This policy will be reviewed in accordance with the board's triennial programme of self-review.

Reviewed/Ratified by Board of Trustees

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Chairperson **Principal** **Date**

Mount Aspiring College
Board of Trustees

Concerns & Complaints Procedure

Purpose: *1.* To ensure that all concerns and complaints are taken seriously and dealt with promptly, consistently and fairly.	**Effective**	**Development Needed**
Guidelines: 1. Concerns are dealt with informally, as outlined in *"What Do I Do If I Have A Concern".* 2. Complaints are received by the Principal or the Board Chairperson. Documentation commences. 3. If the complaint is against a staff member and is not already in writing, it is put in writing by the Board. 4. The substance of the complaint is investigated to establish the facts and determine appropriate action. 5. If serious misconduct has occurred or the welfare/safety of any person in the school is compromised, the staff member is suspended pending the outcome of the investigation. 6. The person against whom the complaint is made is given the right of reply, including appropriate support. 7. If an outcome cannot be achieved, or if the Principal deems the matter serious, the complaint is referred to the Board. 8. Where the Board decides to initiate formal disciplinary proceedings, all actions comply with the statutory requirements of the relevant and current contracts and other applicable statues. 9. Where the complaint is against the Principal, it is investigated by the Board or a sub-committee of the Board (excluding the Staff Representative). 10. If the Principal is raising the complaint, it is investigated by the Board or a committee of the Board, excluding the Principal. 11. Confidentiality is always maintained. Issues are neither debated nor responded to publicly. 12. Outcomes are reported to parties involved. *13.* This policy will be reviewed in accordance with the board's triennial programme of self-review.		

Comments:

Reviewed/Ratified by Board of Trustees

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Chairperson **Principal** **Date**