

# Long Bay Primary School

## Complaints Policy

Nag 3



Long Bay Primary School  
WHOLE CHILD EDUCATION

### Rationale

To provide a policy that enables Long Bay Primary School to respond to concerns and complaints in a fair, timely and consistent manner, and provides members of the school community with procedures to follow.

### Guidelines

1. Complaints are to be handled with integrity, sincerity and understanding, following up and reporting back where necessary.
2. All parties involved will be informed of the nature of the complaint as soon as possible.
3. Objective discussion will be encouraged to achieve early resolution, if possible.  
All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.
4. The school insurer is to be notified if a complaint is serious.
5. In responding to complaints, employers must act in accordance with conditions of the relevant employment agreements and current legislation
6. Complaints which require a follow-up will be recorded by the Principal.
7. Outside agencies will be contacted for advice in any situation where the Board of Trustees is unsure how to resolve the issue.
8. On a termly basis the Principal will report to the Board on community generated complaints received.



See NAG 3 Personnel Policy and NAG 5 Policy regarding a complaint against a staff member involving Sexual, Physical or Verbal abuse

### Complaints Procedure

1. Complaints will be responded to according to the attached Complaints Procedure (which is to be available for viewing on the school website).
2. If the complaints procedure has not been followed, the Board will normally return any letter of complaint to the writer and ask that they follow the procedure first.
3. Complaints should be referred directly to the staff member/person concerned in the first instance.
4. If it is a classroom/teacher concern, the teacher should be first approached; then if unresolved: the Team Leader or Associate Principal, then the Principal.
5. Where the Principal is unable to resolve the complaint after discussion with the complainant and the staff member/person concerned then any of these parties may refer the matter in writing to the Board of Trustees.
6. Where an initial concern is considered of a very serious nature, the complainant may lodge a complaint directly in writing to the Board, or the Principal requesting the concern be submitted in to the Board.
7. Except in exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it with the Principal and staff member/person concerned. All complaints to the Board should be directed to the Board Chairperson or in their absence to any other Board Member.
8. The Board of Trustees acknowledge the complaint and undertake to investigate it. Once investigated the Board replies to the complainant informing them of the outcome or including a recommendation for action.

### Approval

When the Board approved this Policy it agreed that no variations of this Policy or amendments to it can be made except with the approval of the Board. A copy of this policy is to be included in the School Policy Manual, a copy of which shall be available to all staff, and to students and parents at their request.

<b>DATE:</b>	2016	<b>APPROVED BY:</b>	
<b>Next Review:</b>	2019	<b>PRINCIPAL</b> 	<b>BOT CHAIRPERSON</b> 

## Procedure for dealing with General Concerns and Complaints

*Early communication can save difficult situations from developing.  
If you have a concern please contact the school sooner rather than later.*

### What is the nature of your concern?

**Is the concern about student learning or welfare, procedures or structure?**

★ **Approach the class teacher**

*Arrange a time to meet, discuss the concern.  
The Team Leader may also attend the meeting to assist with resolving the concern*

Is the matter resolved?

Yes

Closed

No

★ **Approach the Team Leader or Associate Principal**

Is the matter resolved?

Yes

Closed

No

★ **Approach the Principal**

Is the matter resolved?

Yes

Closed

No

**Is the concern about a member of staff?**

★ **Approach the person concerned**

Is the matter resolved?

Yes

Closed

No

★ **Approach the Principal**

Principal investigates complaint.  
Principal and complainant discuss the issues and outcomes.

(n.b. If the Principal is the concern and complainant has already met them, approach the Board Chair)

Is the matter resolved?

Yes

Closed

No

**Make a formal written complaint addressed to the Principal and Board of Trustees Chairperson  
Include detail and the desired outcome**

If the complainant writes to the Board of Trustees, the Board will:

Acknowledge the complaint at the Board meeting (in committee) and undertake to investigate it.

The Board decides whether to deal with the matter as a whole group or set up a subcommittee to investigate and make a recommendation to the Board.

The information is considered and the Board comes to a decision or recommendation.

The letter of complaint, all Board discussion and records will be 'in committee' (a section of the meeting attended by Board members only)

Once investigated the Board replies in writing to the complainant, informing them of the outcome or including a recommendation for action

★ Please ensure you make an appointment at each of these stages and indicate the nature of your concern. Feel free to bring a support person.