



# SOMERSET CRESCENT SCHOOL COMPLAINTS POLICY

## **RATIONALE:**

A clear set of guidelines is required to deal with complaints and disciplinary matters.

## **PURPOSE:**

1. To provide an efficient means of handling complaints
2. To provide effective communication channels that are mutually beneficial
3. To achieve an equitable solution to complaints in a sensitive manner according respect to all parties involved

## **GUIDELINES:**

- Concerns / complaints will be dealt with in a manner which has regard for any relevant Acts of Parliament and Staff Employment contracts.  
Any party may call on outside advice or assistance
- A concern or complaint may cover any aspect of school activity and may be made by any person (staff member, student, parent, and community)
- All concerns / complaints will be treated confidentially where practicable

## **PROCEDURE:**

- The first action resulting from a concern / complaint should be an informal discussion between the parties involved
- If unresolved the complaint may be referred to a Senior Teacher, Deputy Principal or the Principal
- If still unresolved the complainant may choose to place the matter before the Board of Trustees. Complaints made to The Board of Trustees must be in writing, must be specific and must be signed by the complainant
- Receipt of written complaints will be acknowledged by the Board of Trustees. If a complaint is forwarded directly to the Board of Trustees omitting step 1 and 2 the Chairperson will refer it to the Principal in the first instance.  
If the complaint is against the Principal, the Board Chairperson will initiate procedures as outlined in the Principals Employment Contract
- When an investigation is necessary the Board of Trustees will decide on the resolution and / or action to be taken. The complainant and other parties will be advised giving reasons for the decisions
- Within 30 days the Board of Trustees will verify that the action decided upon has been undertaken

## **CONCLUSION:**

Items of concern / complaint will be dealt with fairly and promptly following the outlined procedures

## **Related Documents**

Staff Employment Contracts  
Teachers Council Guidelines

Professional Standards  
Principals Code of Conduct