

# RIMU SCHOOL BOARD OF TRUSTEES



## Complaints Procedure

### RATIONALE

The Board of Trustees recognises its responsibility to provide clear guidelines for the handling of all concerns and complaints within the school environment.

### PURPOSE

To ensure there is a fair, equitable and non threatening process for all parties involved in registering and receiving concerns and complaints in our school.

### GUIDELINES

- The Board of Trustees encourages open, honest communication that ensures problems are resolved in an amicable manner by all the parties involved.
- All concerns and complaints should in the first instance, be dealt with by the parties concerned eg complaints against a staff member dealt with by the Principal and complaints against the Principal dealt with by the Board.
- If a complaint relates to a staff member then the Board of Trustees will complete any inquiry or investigation of the complaint in accordance to any individual or collective employment agreement. However it is to be noted that these provisions also require the matters to be addressed at a low level in the first instance unless they seem to be of a serious nature.
- All formal complaints discussed at Board of Trustees meetings will be held "IN COMMITTEE".

**Strict confidentiality of the complaint must be adhered to, including all discussions and the outcomes and /or actions.**

- A. At any stage of the process any party may request the presence of a support person/professional within a time frame set by the Principal or Board of Trustees' delegate.

**Review Responsibility: *BOT & Principal***

Supporting documents:

Concerns/complaint flowchart for staff

Concerns/complaint flowchart for community

Conflict of Interest procedure