

Complaints Policy

Nag 3: Personnel

Concerns About Teachers or Staff Members

From time to time, parents will have concerns arising from the work of a teacher or staff member.

Issues surrounding day to day classroom matters are best discussed with the teacher involved, with a view to trying to resolve the issue.

At any meeting where a teacher or staff member is to discuss a matter with a parent, they shall be entitled to have another member, usually their syndicate leader or line manager, present as a support.

If a teacher or staff member believes that it is not appropriate to discuss any issue with a parent, the issue or complaint is to be referred to the Associate Principal of the appropriate area of the school.

If a parent is unsatisfied with the staff members response, or prefers not to meet with them the issue or complaint is to be referred to the appropriate Associate Principal responsible for the area.

The Associate Principal is to discuss the issue with the parent, and obtain any necessary information about the issue. In all cases the Associate Principal will inform the Principal in order to work on a resolution.

If the matter is an issue of conduct, and it is behaviour for which a warning or dismissal may be appropriate, the Associate Principal is to refer the matter immediately to the Principal, who is to advise the Board Chair.

The Chair along with the Principal will decide whether there is sufficient evidence and the Education Council gross misconduct criteria is met before making a mandatory report. The matter will then be dealt with in accordance with the provisions of the Collective Agreement.

At all times, a staff member subject to a complaint is entitled to receive all the information necessary for them to answer the complaint, and is entitled to representation.

At the time a complaint is made the Associate Principal shall ask whether the parent requires any information to be kept confidential. If this is requested the school will attempt where possible to keep information confidential, but the parent will be advised that the school may be required to provide information to the staff member. Wherever possible the identity of any student or family involved will be kept confidential.

Parents should be encouraged to make complaints in writing, setting out the information they rely on to justify their complaint and setting out the result they are

seeking.

Parents should be encouraged to make their complaint on an individual basis as then each complaint can be dealt with on a case by case basis.

Complaints Against the Principal

The Principal is in charge of the day to day management of the school, and is entitled to make day to day management decisions. The Board cannot hear complaints about the Principal relating to day to day management issues.

If complaints are to be made against the Principal, they must be in writing and are to be provided to the school marked to the attention of the Board Chair. The Board Chair will determine whether the complaint is a matter of day to day management, or whether it is a matter that the Board needs to investigate.

Any such complaint will be copied to the Principal, who will be entitled to comment before any decision is made. The Principal will also be entitled to representation at all times.

Date of Policy	April 2009	Balmoral School
Date of Last Revision	October 2016	Complaints Policy
Revision No.	5	
Approved by	Board of Trustees	
Signed (Chairperson)		