

North Loburn School Formal Complaints Policy (This supersedes schooldocs)

If an informal meeting does not resolve your concern or complaint, you can make a formal complaint.

In the interests of fairness, any formal complaint or serious allegation must be made in writing and resolved in a timely fashion. All parties should respect confidentiality.

Follow this process:

Complainant

1. Put your concerns in writing, either as a signed letter or an email. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include names and contact phone numbers
2. Send the letter marked Confidential to the school principal or, if the complaint is about the principal, to the chairperson of the board of trustees. The contact details are available from the school office.

Principal (if the complaint is about a staff member)

3. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the staff member concerned at a prearranged meeting. Inform the chairperson of the board of trustees.

Board Chair (if the complaint is about the principal)

4. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the principal at a prearranged meeting.
5. When there is a formal meeting taking place then a scope of the meeting along with an agenda will be circulated between relevant parties at least 48 hours prior to the meeting. A copy of the Respectful Communication Policy will also be sent to all parties partaking in the meeting in the same timeframe as above.

Please note: Should any party wish to have a support person present at the meeting, this needs to be communicated with all parties within 24 hours of the meeting.

When a formal complaint is received, the school may choose to investigate it if it is deemed serious enough to warrant it after considering the initial response from the person the complaint is about. Not all complaints require an investigation but all written complaints should be disclosed to the staff concerned at the earliest opportunity, and followed up with the complainant.

See **Investigate a Formal Complaint**.

Relevant collective employment agreement provisions for dealing with complaints and discipline must be observed.

