

**COMPLAINTS AND CONCERNS PROCESS**

Being proactive in providing the School community with a good process for handling concerns and complaints prevents misunderstandings. Parents, caregivers and the wider community have the right to have their concerns and complaints treated respectfully and actioned in a fair and timely way.

The School strives to:

* Provide fair and equitable procedures for handling complaints and concerns
* Ensure consistency for handling complaints and concerns by all staff and Board of Trustee members
* Ensure proper standards of integrity, conduct and concern for the dignity and rights of pupils and their parents or caregivers are observed at all times.

Notes for guidance:

* While minor issues may be able to be discussed in a quick informal chat with a staff member, normally in order for both parties to give the matter full attention, arranging a time to discuss the matter is the preferred option.
* If the concern/complaints procedure has not been followed the Board will normally return any written or verbal concern or complaint to the complainant and ask that they follow the procedure first.
* All complaints shall be documented on a Complaints Record Sheet and filed by the Principal or in the case of a complaint against the Principal filed by the Chairperson of the Board.
* All business concerning the complaint and action resulting from it will be held “in committee”.
* Complaints against staff will be handled by the Principal (or his/her delegated representative) according to the relevant CEA and principles of natural justice.
* All formal complaints against the Principal should be submitted in writing to the Board of Trustees and signed by the complainant.

**Stage One: School Community Process**

The following diagram shows the normal channels parents [and others] are expected to use.

(See attached diagram separate sheet)

**Stage Two: Board Process**

**Notes for guidance:**

* The Board needs to formally receive a complaint in order to act on it. If a complaint is serious enough for the board to deal with, it is serious enough to be put in writing.
* Anyone with concerns about expressing the matter clearly in writing should seek guidance from an external advocate, who can assist.
* All parties to a complaint may bring a support person to any meeting to which they are invited by the Board to discuss the matter.

The attached diagram shows the Board process once the complaint has been received.

##### STAGE 1- SCHOOL COMMUNITY PROCESS

**Student/caregiver/staff member has a concern or complaint about something happening at school.**

Matter satisfactorily resolved. Process ends.

Concern discussed with the staff member most directly linked to the concern.

If after meeting with the staff member you are not satisfied of the outcome OR if you do not feel comfortable about meeting with the staff member then arrange to meet with the Team Leader.

Matter unresolved. Concern upgraded to a complaint and put in writing to the principal.

Matter unresolved. Complaint put in writing and made to the Chairperson, RVAS Board of Trustees.