

Version 1.1

Adopted by the Board of Trustees on 16 May 2017

### 20. Concerns and Complaints Process

Staff and individual trustees should direct concerned parties onto the correct course of action. Formal complaints cannot and will not be addressed if the correct procedures are not adhered to.

#### Procedures

- 1 Party brings their issue large or small, complaint and/or concern to the respective staff member at a mutually agreed time.  
If not satisfied or deemed appropriate follow through to Step 2.
- 2 Party takes their issue to the principal at a mutually agreed time.  
\* Refer also to further guidelines hereunder.  
If not satisfied or deemed appropriate proceed to Step 3.
- 3 Party takes their issue in writing to the principal.  
If not satisfied or deemed appropriate proceed to Step 4.
- 4 Party takes their issue to the Board of Trustees Chairperson.  
If not satisfied or not deemed appropriate proceed to Step 5.
- 5 Parent addresses/takes their issue in writing to;

The Chairperson  
Havelock School Board of Trustees  
47 Main Road  
HAVELOCK 7100

If still not satisfied proceed to Step 6.

- 6 Parents in particular have other outside agencies that may act on their behalf. Please approach the Principal for assistance.

#### Further Guidelines

When complaints arise from step 2 then the following acts as a guide:

- On receipt, all complaints whether written or verbal, will be referred by the principal to the staff member concerned for a response.
- The principal will, after considering the nature of the complaint, attempt to bring about resolution between the parties as to what might be an acceptable remedy
- If not already in receipt of a written complaint and if the parties concerned are unable to reach a mutually accepted agreement, the principal will advise the complainant to make a formal written complaint to the Board
- On receipt of the complaint the Board will refer the complainant to the principal who will in turn advise the staff member of the complaint and of his/her right to seek representation. The Board will also acknowledge receipt of the complaint
- The staff member will again be given the opportunity to respond to the formal complaint
- The principal will then undertake to define the problem and attempt to reach agreement with those concerned as to a course of action to correct the situation. If resolution is not possible through mutual agreement, the Board will be informed and further action will be taken
- The principal will report to the Board outlining the actions taken and circumstances surrounding the complaint/problem. If deemed sufficient grounds are established, then a formal investigation can be initiated. The Board will take into consideration the nature of the issue/complaint/problem (ie competency; discipline, of a frivolous nature, no case to answer or insufficient information). Board policy, industrial and legal responsibilities will be taken into account. The Board should also seek advice from the School Trustees Association.