

ST MICHAEL'S CHURCH SCHOOL BOARD



3:12 COMPLAINTS PROCEDURES

If a complaint is made to a Board member about a **pupil or pupils**, the complaint should be referred to the Principal for application of **Policy 6:2 Behaviour Management** and 6:3 Behaviour Management Procedures.

Process 1.

Complaints about a School Staff-member from parents, staff, pupils or any other party.

If a complaint is made to a member of the School Board it should be handed to the Principal and no further action taken by the Board member at that time.

Step 1. The complaint is made **in writing** to the Principal, setting out full details.

Step 2. The complaint is acknowledged, and the person against whom the complaint is made is informed, by the Principal, within 24 hours of the complaint being received. The Staff-member is given opportunity to respond.

Step 3. The Principal will determine whether he/she can resolve the complaint, or whether there is a case for further investigation. If the Principal chooses to deal with a complaint him/herself, then s/he shall do so, keeping the Board Chair and the complainant fully informed. If the Principal determines that the matter is beyond his/her competence, or s/he is in some way compromised, s/he will refer it to the **full Board**, who will set up an Investigative Committee to oversee the investigation of the complaint.

Step 4. The Investigative Committee will ensure that each of the parties affected by the complaint is heard. Each of the parties may be accompanied by a support person. If it is appropriate, the Committee may appoint a suitable person as an Assessor on their behalf. Other persons may be interviewed if the committee or its appointed Assessor considers they are relevant to the complaint.

Step 5. The Committee (or Assessor if delegated) writes a full report on the hearing of the complaint, and makes recommendations for the resolution of the matter. This report is sent to the Board, who send it on to the parties involved for their response. Any response should be made within ten working days to the designated member of the Investigative Committee; otherwise it will be assumed that there is acceptance of the recommendations.

Step 6. If no response has been received after 10 working days, the Committee then informs the Board and writes to the parties involved, indicating the final outcome and the recommendations that are to be implemented.

Step 7. In the event that either party rejects the final recommendations, an appeal may be lodged with the School Board. The executive of the Board appoints a Mediator and a meeting is convened for all parties. The Mediator makes a decision on the outcome of the complaint. Members of the Board who have been involved in the earlier investigation of the case will be disqualified from taking part in the appeal process. The School Board will be fully informed.

Step 8. The resolution of the investigation is conveyed to the School Board.

Guidelines for Board members' handling of Complaints/concerns

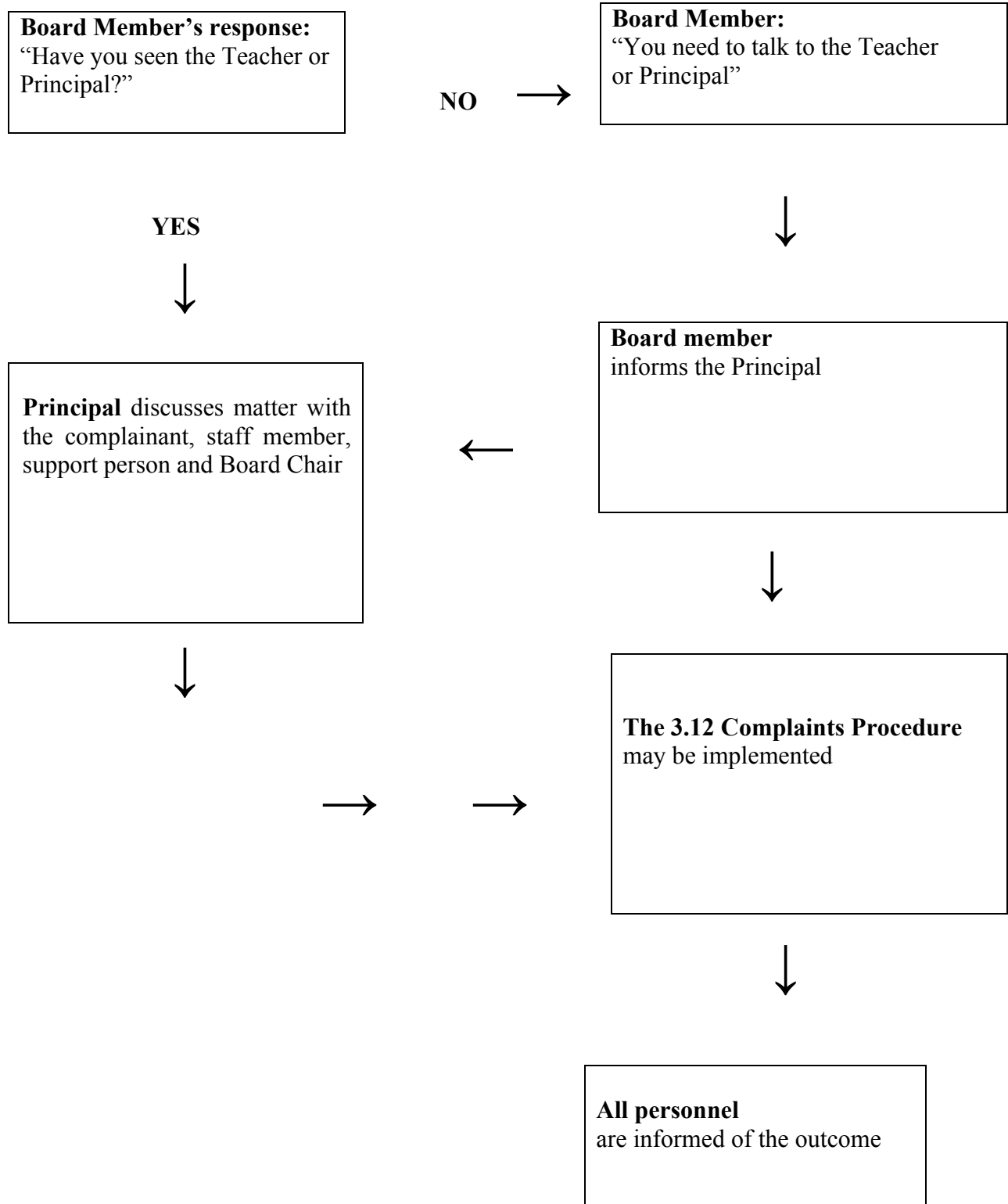
NB .PTFA members are to refer matters to their Board representatives.

Parent approaches a Board Member to

seek advice or information about a School matter

express concern or

make a complaint about an issue or a member of staff or the Principal



Process 2.

Complaints from parents, staff, pupils, or any other party, concerning the Principal or a Board Member.

If the Principal or Board Member is the subject of a complaint, or the complainant believes they cannot approach the Principal or Board Member for any reason, then the complaint is dealt with according to the process outlined below.

Step 1. The complaint is made **in writing** to the Board Chairperson.

Step 2. The complaint is acknowledged, and the Principal or Board Member is informed within 24 hours of the complaint being received. The Principal or Board member is given opportunity to respond.

Step 3. The Board appoints an appropriate independent person to Assess the complaint. The Principal or Board member is informed.

Step 4. The appointed person meets, as is appropriate, with the parties who are affected by the complaint. Any party may be accompanied by a support person. The person appointed to assess the complaint may interview other persons if they consider they are relevant to the complaint.

Step 5. The Assessor writes a full report on the hearing of the complaint, and makes recommendations for the resolution of the matter. This report is shown to the parties involved for their response. Any response should be made to the Assessor within ten working days, otherwise it will be assumed that there is acceptance of the recommendations.

Step 6. If no response has been received and the report is therefore completed, the Assessor then writes to the parties indicating the final outcome and the recommendations to be implemented.

Step 7. The School Board is informed that a complaint has been received and resolved.

Step 8. In the event that either party rejects the final recommendations, an appeal may be lodged with the School Board. Following receipt of the appeal, the Board will convene to hear the appeal. A Mediator may be appointed to make a decision on the outcome of the complaint. Members of the Board who have been involved in the earlier investigation of the case, will be disqualified from taking part in the appeal process.

Process 3.

Complaints from members of the St Michael's School Community against a Parent. For these purposes, the "St Michael's School Community" includes Administrative staff, employees of the Board, teachers, parents, students and Board members.

Step 1. The complaint is made **in writing** to the Principal, setting out full details.

Step 2. The Principal determines whether the matter can be dealt with informally.

Step 3. If the Principal determines that the complaint cannot be resolved informally, the complaint should be referred to the Board for appointment of an Investigative Committee.

Step 4. The person against whom the complaint is laid shall be informed of the nature of the complaint as soon as possible and certainly within 48 hours, and given an opportunity to respond to the designated member of the Investigative Committee, either in writing or in person.

Step 5. Following the receipt of the response from the person complained about, or ten working days later if no response has been received, the Investigative Committee will meet to consider the complaint and determine an outcome.

Step 6. The complainant and person complained about will be given an opportunity to address the Investigative Committee. At the conclusion of the hearing, the Committee will make a decision as to an outcome and will provide a written report to the parties involved.

Step 7. Any party to a complaint may appeal the decision of the Investigative Committee to the Board. Following receipt of the appeal, the Board will convene to hear the appeal. Members of the Board who have been involved in the earlier investigation of the case, will be disqualified from taking part in the appeal process.

Refer policies 6:2 Behaviour Management Policy
6:3 Behaviour Management Procedures
3:11 Complaints policy
2:5 Staff Discipline Procedures
and Section 2 Codes

Reviewed by Board September 2014 Ratified by Board 16/10/14