

Dunstan High School Concerns & Complaints Process

Starting Point

Your concern involves a general matter pertaining to a child's education, or a particular staff member.

YES

Make contact (email or via office) with the staff member concerned to make a suitable time to discuss the issue. The Dean, Deputy Principal or Assistant Principal are alternative contact possibilities.

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than one meeting and/or involve the Dean or Assistant/Deputy Principal.

Provide feedback to the staff member/s as to whether you were satisfied or not, to ensure the problem is settled.

Issue resolved?

YES

No further action is required.

NO



Your concern or problem does not involve a general matter pertaining to a child's education or particular staff member OR has not been resolved by visiting the staff member/s concerned.

YES

You now have a complaint. Contact the Principal, with the complaint needing to be in writing and signed, detailing the complaint and what steps have been taken to remedy it so far. A meeting with the Principal to discuss the complaint will also be preferable.

The Principal will notify all parties of the complaint and investigate. This may involve interviewing or gathering of further evidence. The complainant will be notified of the outcome.

Issue resolved?

YES

NO



NO



Your complaint has not been resolved by visiting the staff member/s or the Principal **OR** it involves the Principal or Board of Trustees.

YES

You now have a **Board Complaint**

Write to the Board of Trustees via the Chairperson, outlining your complaint in detail, and all the actions taken to date. The Chairperson will need to ensure the correct process has been followed before the Board will consider the complaint and may direct you back to the staff member/s or Principal. Include your name and signature. Your complaint will be acknowledged along with an expected timeframe for resolution.

YES

Except in exceptional circumstances, the Board of Trustees will not accept a complaint unless it is in writing and a reasonable attempt has been made to resolve it through this process. Once the Board has considered and resolved the complaint, the Board will endeavour to convene a follow up meeting within one month.

NO



YES

Complaints Process Reviewed and updated March 2017

Guidelines:

1. The Complaints procedures of the school are applied irrespective of the source of the complaint that is complaints from students, parents, guardians, colleagues or other staff.
2. Any party to the Complaints procedure may have a representative present during the procedure.
3. Parents are encouraged to discuss concerns regarding their son or daughter's education directly with the teacher concerned. If the problem cannot be resolved by such discussion, or should a complainant wish, or should the complaint be anything but of a minor nature, the complaint must be referred to the Principal. It is appropriate for students to make complaints through any member of the school staff.
4. Complaints that are referred to the Principal should be in writing and signed by the complainant and be acknowledged immediately in writing by the Principal. The Principal will advise all parties of the confidentiality of all issues related to this matter.
5. Complaints received by the Principal will be investigated by him/her and the complainant advised accordingly.
6. Any complaints received by the Board of Trustees will be directed to the Principal for action unless the complaint is about the Principal or the complaint has not been resolved.
7. If the complaint is about the Principal then it will be referred to the Board of Trustees to carry out any necessary investigation and action.
8. If the matter could result in disciplinary action, appropriate disciplinary procedures should be invoked. In such cases, the procedures laid down in the employee's employment contract are to be strictly adhered to.
9. A report on the complaint and its investigation shall be compiled by the Principal and a copy given to the employee. Where this report contains allegations of misconduct or teacher incompetence, the employee shall be required to respond in writing to the report within a timeframe determined by the Principal.
10. Except in exceptional circumstances the name(s) of the complainant(s) must be made available to the employee subject of the complaint.
11. Where the complaint relates to an issue of teacher competency, the Principal shall establish an appropriate advice and guidance programme in accordance with the provisions of the employee's employment contract.
12. The Board should only become actively involved when the issue continues as a problem and is unresolved between the Principal and the employee. In such cases a properly constituted subcommittee of the Board as the employer should undertake further investigation of the complaint and take any disciplinary action it deems appropriate. **The Principal should not be a member of the subcommittee responsible for disciplinary action.** This fact and a record of the Board's subcommittee discussion are to be accurately minuted.
13. Confidential aspects of any action taken will not be divulged to the person making the complaint or to any other inappropriate person(s) but complainants will be advised that the Board is taking appropriate steps to address the matter.
14. Where appropriate, on-going training, professional development and / or mentoring of the employee should be undertaken.
15. Any person who believes that any complaint has not been adequately addressed by the internal complaint procedure may, if appropriate ask the Board to reconsider the complaint.
16. The Principal shall report on all formal complaints received by him/her to the Board. A record of the complaint, if upheld, and the action resulting shall be kept on the employee's personal file.