

## NAG 3: PERSONNEL

### TRENTHAM SCHOOL STATEMENT OF INTENT

#### CONCERNS & COMPLAINTS

*Reviewed by Staff – September 2015*

*Reviewed by BOT – September 2015*

*Ratified by BOT – September 2015*

*Next review date – September 2018*

#### PURPOSES

1. To establish procedures to achieve satisfactory resolutions to concerns and complaints. (Note: Those concerns conveyed orally are deemed to be informal - and remain concerns; those concerns conveyed in writing are deemed to be formal - and become complaints).
2. To ensure that any concerns are discussed in the first instance between those involved and appropriate staff members.
3. To ensure that there are procedures for action on receipt of a formal complaint.
4. To ensure fair and equitable treatment of all members of the school community.
5. To ensure that the professional standing of staff and school is protected.

#### GUIDELINES

1. Every attempt will be made to resolve concerns and complaints within the school before the Board of Trustees is involved. The Board of Trustees should not deal directly with concerns or complaints in the first instance (see No. 2 below).
2. Procedures will be followed as in the attached Handling Complaints procedures document. **Note: If a staff member or parent/caregiver has a concern, it is important that they first approach the staff member involved. A mutually agreed out-of-class-time appointment should be made to discuss the concern.** If the problem is not resolved, or the complainant does not feel comfortable about a direct approach, they should refer the matter to the next person in the Handling Complaints procedure. Senior leadership may need to record the details of the complaint if they become involved. Under no circumstances should a student be approached directly by a parent/caregiver to discuss a concern or complaint.
3. If a staff member or parent/caregiver has a concern they must firstly decide whether they wish to make a complaint and therefore follow school procedure. It is good practice to deal with complaints at an early stage.

4. If the complainant does not approach the staff member concerned in the first instance and goes directly to a member of senior leadership team, where possible they should be redirected to the correct step in the procedure. This is at the discretion of the member of senior leadership team depending on the situation.
5. It is not appropriate for a parent/caregiver to approach a member of staff with a concern in class time or in a location lacking privacy. If this occurs, the staff member will direct the parent/caregiver to a more appropriate location and/or time.
6. Staff members should inform the person to whom they are directly responsible that a concern has been raised and what action they are taking to deal with it. Staff may ask for a team leader or support person to be present at a meeting to discuss concerns or complaints.
7. When a formal complaint is lodged Staff members have the right to professional advice and support at their cost.
8. The documentation of upheld complaints (see No.7 above) remains the property of the school and, will be destroyed at a time agreed to by the parties involved.
9. Each new staff member and member of the Board of Trustees will be made familiar with the school's procedures for handling concerns and complaints as part of their induction process.
10. Parents/caregivers will be advised of the school's procedures for handling concerns and complaints via a school newsletter at the start of the year, or at the time a concern or complaint is raised. A copy of this document will be held in the office for perusal at any time and will be available on the school website.