Trentham School
Learning and Succeeding Together

HANDLING CONCERNS & COMPLAINTS

Step 1

Complaint lodged
- Complainant discusses concern/complaint with staff member concerned

→ Concern/complaint resolved

Step 2

Complaint not resolved—raised with syndicate leader
- Complainant raises concern/complaint with syndicate leader
- Syndicate leader and/or complainant discuss it with staff member

→ Concern/complaint resolved

Step 3

Complaint not resolved—raised with DP or AP
- Complainant raises concern/complaint with the DP or AP
- DP or AP and/or complainant discuss with staff member

→ Concern/complaint resolved

Step 4

Complaint not resolved—raised with principal
- Complainant raises complaint with principal
- Principal and complainant discuss it with staff member

→ Complaint resolved

Step 5

Complaint not resolved—board advised
- Complainant puts complaint in writing to the board
- Board acknowledges the complaint in writing to the complainant and undertakes to investigate it, and advises staff member that a complaint has been received

Step 6

Complaint not resolved—letter to staff member
The board writes to the staff member detailing:
- the specifics of the complaint;
- the date by which the staff member is to respond;
- the entitlement to support/representation

Step 7

Complaint not resolved—to the Board Chair
- Complaint referred to the Board Chair (as consistent with school policy) to consider complaint and staff response

→ Complaint resolved. No further action required. Letter of closure sent to member

Step 8

Complaint not resolved—letter to staff member
- Board considers further investigation necessary
- Staff member told in writing of the unresolved issues; the date for a meeting; and the right to representation

→ Complaint resolved. Complainant and staff member advised. Written Information destroyed

Step 9

Final actions on complaint
- Meeting between staff member & board (or sub-committee)
- Complaint actioned. Complainant and staff member advised
- All written information destroyed at a time agreed to by the parties