

Aparima College

COMPLAINTS POLICY

RATIONALE:

That students and parents should have the opportunity to have concerns heard.

GUIDELINES – Parents/Caregivers/Students

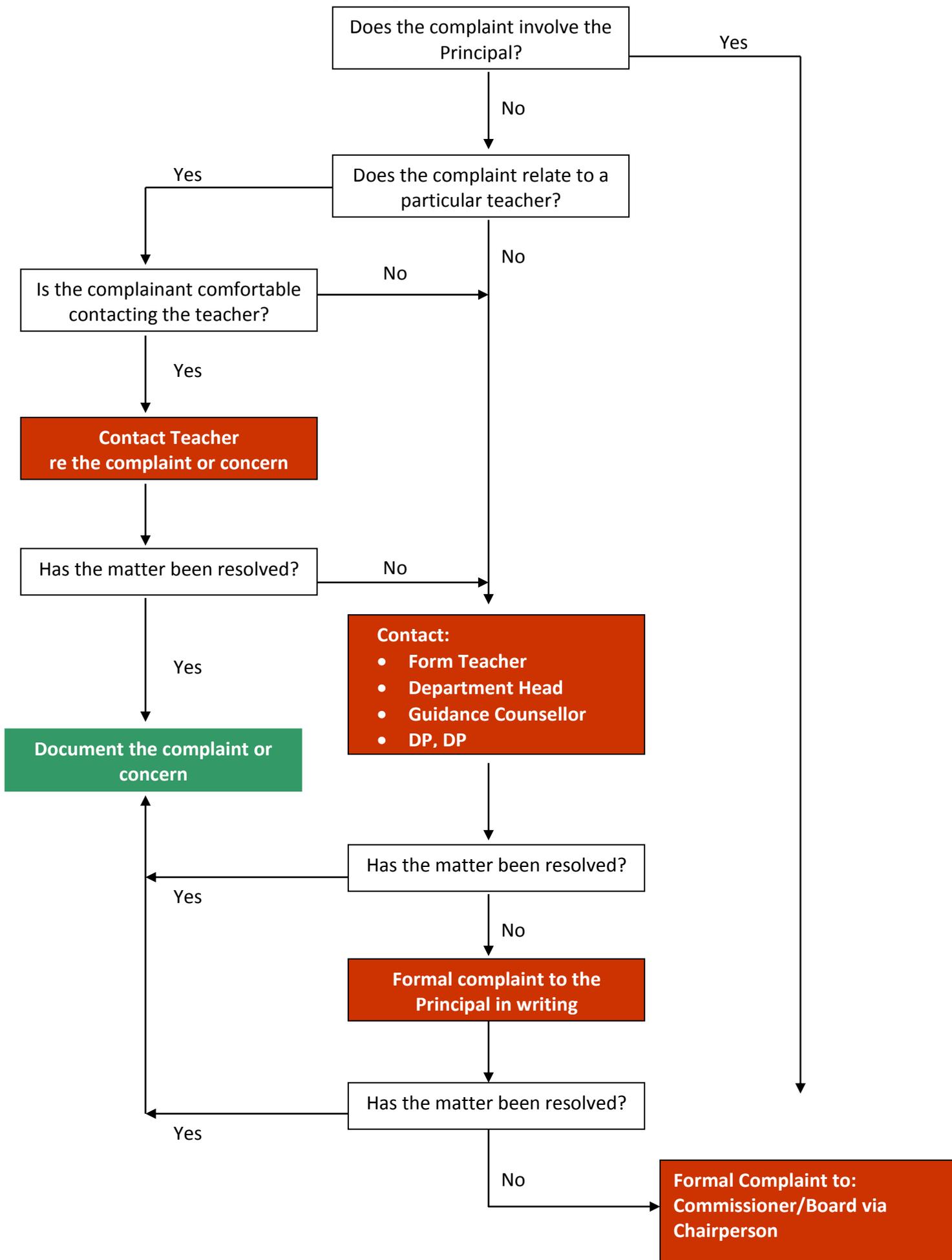
1. The college staff seek to maintain open communication with students and parents and many concerns will be addressed in an informal way during normal interaction during classroom teaching and/or parent teacher interviews. Parents may request an interview with a staff member by contacting the college for an appointment.
2. Where complaints are made directly to the Board they should, in the first instance, be referred to the Principal.
3. Where a student/parent/caregiver is unable to approach a staff member or is unhappy with the outcome of a discussion with a staff member they may approach the Guidance Counsellor, Form Teacher, Dean or Principal. Where a concern remains unsolved the person concerned may wish to direct a complaint to the Principal. This may be through the Counsellor or another intermediary.
 - i. The Principal may request for the complaint to be put in writing.
 - ii A mediator, suitable to both parties, may be brought in.
 - iii Both parties should have the opportunity to express their views.
 - iv The Principal may take appropriate action with the agreement of the complainant.
4. Where none of the above have satisfied the complainant the concern should be put in writing to the Board of Trustees.
5. The Board may refer the complaint to the Personnel sub committee or deal with it as a full Board.
6. Where complaints are received the Board will notify the complainant of the action if any, that has taken place or is to take place.

All complaints must be dealt with in a timely manner. As a rule at the time of a complaint the complainant should be given an outline of the complaints process and the process for investigation including an agreed timeframe for feedback provided.

After one week the investigating staff member should contact the complainant with either (a) the outcome of the investigation and information as to further action (if appropriate); or (b) an update on the progress. Contact should be weekly until such time as the investigation is complete and/or the complaint resolved.

Flow Chart: Guidelines for:

Complaints or Concern



School Community Process

1. While minor issues may be able to be discussed in a quick, informal chat with a staff member, to ensure matters are given priority an appointment is preferred.
2. If the complaints procedure outlined above is not followed, the Board may return a letter of complaint with a request to follow the procedure.
3. The Board needs to officially receive a complaint in order to act on it. If a complaint is serious enough for the Board to deal with, it is serious enough to be put in writing. A confidential discussion with the Board Chair (or other delegated board member) can be arranged if assistance is needed.
4. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.

* See also policy on the reporting of sexual or physical abuse