



Gov 20. Concerns and Complaints Process

This policy is to provide an avenue for parents/caregivers; teachers; students and members of the community to express concerns or problems and to receive a response.

The Principal or Board Chair may, on receipt of a written concern, problem or complaint, discuss the most appropriate course of action to be followed as outlined. This policy should be read in conjunction with the George Street Normal School – Concerns and Complaints process flowchart.

The process has three stages:

1. A person with a concern involving a classroom matter or a particular staff member must:
 - a. Write a note or phone the staff member concerned to make a suitable time to discuss the issue and indicate before the discussion what the concern is about.
 - b. Talk with the relevant staff member about the issue. A record of this discussion may be kept using the 'George Street Normal School concern form'. Be prepared to listen to their point of view. This may require more than 1 meeting and/or involve the associate or deputy principal.
 - c. Provide feedback to the staff member as to whether they were satisfied or not, to ensure the problem is settled.

2. If the concern or problem does not involve a classroom matter or particular staff member, OR has not been resolved by visiting the staff member. The person with a concern must:
 - a. Write a note or phone the Principal and make a time to discuss the concern or problem. Indicate before the discussion what the concern is about, and the steps you have taken to remedy it. The Principal may seek external guidance before meeting with you.
 - b. Discuss with the Principal, be prepared to listen to their point of view also, and provide feedback to ensure the problem is settled. The Principal may make a written record of the meeting.

The concern may be referred back to the staff member(s) particularly where this process has not been followed to date.

3. If the concern or problem has not been resolved by visiting the staff member or the Principal OR it involves the Principal or Board of Trustees, the person now has a complaint and must:
 - a. Write to the Board of Trustees, via the chairperson, outlining their complaint in detail, and all 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 the person back to the staff member or Principal. The Board or the chairperson may seek external guidance.
 - b. Include their name, signature and contact details. The complaint will be acknowledged with an expected timeframe for resolution.

Except in exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it through the prescribed process.

Once the Board has considered and resolved the complaint, the Board will endeavour to convene a follow-up contact within one month.

When the issue is unresolved, the person with the complaint will be advised to refer their complaint to the Ministry of Education.

A written record detailing the concern, problem or complaint and any actions taken will be kept on a confidential file. Additional information will be added to the written record if the concern, problem or complaint goes through more than one stage.

All parties may bring a support person to any meeting at any stage of the process.

The person who is the subject of the concern or complaint must be made aware of the concern or complaint as soon as possible. Details must be provided and this person will be given an opportunity to comment.

If the complaint is about the conduct/actions of the Principal, Staff Representative or any other Board member, that person cannot be part of the investigating committee for this complaint.