



Yendarra Primary School

POLICY

CONCERNS AND COMPLAINTS

RATIONALE

It is important that the school responds to complaints in a fair and consistent manner and in accordance with the relevant employment contracts, legislation and the school's codes of conduct.

PURPOSE

1. To ensure consistency when dealing with complaints
2. To deal with complaints in line with set procedures
3. To put in place corrective or disciplinary action

GUIDELINES

1. Complaints should be made in writing or in person
2. Documentation is stored in the complaints file
3. Complaints of a serious nature should be directed to the Principal
4. Other parties are informed at the Principal's discretion and appropriate action taken at that point as required
5. In cases of complaint against the Principal which remains unresolved in the first instance, a formal written complaint must be made to the Board Presiding Member
6. Complainants are informed by the Principal or Board Presiding Member of the outcomes of the complaint
7. Where appropriate outside mediation may be sought from organisations such as STA, NZEI etc
8. In dealing with any complaint the school will act in accordance with the relevant conditions of the current employment contract(s)
9. In all cases the Board in dealing with complaints will act as a good employer