



# Yendarra Primary School

## PROCEDURAL STATEMENT

## FORMAL COMPLAINTS

1. A copy of the complaint is to be given to the employee complained against, for a reply
2. A copy of the complaint is to be given to the Principal for reference and/or comment
3. The Principal, in the first instance, is to convene a conference of the parties involved
4. The Principal must call this conference at the earliest possible time convenient to those concerned
5. The Principal is to keep minutes of the conference and to present them to parties concerned for confirmation
6. In the event of no resolution of the complaint from this conference, the Principal is to refer the complaint back, and to present the minutes to the Presiding Member and Staffing Trustee of the Board for their deliberation
7. The personnel sub-committee may convene another conference of the parties involved to help them reach a decision
8. The personnel sub-committee is to present their decision to the full Board for confirmation
9. In reaching their decision, the Board must ensure that they comply with the appropriate employee Contracts and that their decision is fair to the employee and complainant
10. If, in the view of the Board the complaint is justified to the extent that it required disciplinary action on their part, they must follow procedures, which comply with the relevant Contracts and Codes of Conduct
11. If the complaint is against the Principal, the presiding member of the Board will follow steps 2-10, and replaces the Principal in each action
12. If the complainant is not satisfied with the outcome of the process they are then able to contact their local Ministry of Education office or the Public Sector Ombudsman