



# TOTARA GROVE SCHOOL

## Procedure: COMPLAINTS

### GUIDELINES:

- Parents/Caregivers are encouraged to discuss any concerns that they may have about aspects of their child's learning or the school generally with teachers and/or the Principal.
- The BOT is committed to resolving these concerns at the lowest possible level.
- It is expected therefore that classroom concerns be raised with the teacher involved.
- Concerns that are more general are to be discussed with the Principal.
- In both these cases concerns should be discussed by way of an appointment.

### PROCEDURE:

- If concerns are not resolved with the teacher concerned the matter should be discussed with the Principal.
- Where concerns are not resolved with teachers and/or the Principal these concerns should be put in writing and addressed to the Chairperson of the Board of Trustees. The Chairperson will acknowledge receipt of the complaint, prior to it being investigated usually within seven days.
- Complaints will be dealt with by the BOT as a whole who, if necessary will appoint a committee to investigate the complaint. Conflict of interest will determine where appropriate (e.g. where trustees have complaints as parents or where the complaint involved the action of trustees). In these circumstances normal complaint procedures apply i.e. the trustee may be excluded from decision making due to conflict of interest.
- The BOT will come to a resolution as to how to respond to the complaint.
- The BOT will make a decision prior to this whether to deal with the matter "in committee".
- Person(s) making the complaint will have the opportunity to speak to their complaint at a BOT meeting.
- The BOT's response to the complaint will be communicated to the parties involved in writing.

### CONCLUSION:

The BOT recognises that not all those making complaints will be satisfied with the outcome of the complaint. The Board may give the complaint one further consideration at the request of person(s) making the complaint. This will normally only apply if the Board is presented with new information about the complaint. If the Board is satisfied with the outcome of the complaint it will enter into no further discussion/correspondence.