



CASHMERE HIGH SCHOOL

POLICY ON COMPLAINTS

STATEMENT

All complaints are dealt with in a timely manner with the aim of seeking a satisfactory outcome for all parties.

OBJECTIVES

- There are complaint procedures to guide the process towards a resolution.
- The procedures highlight appropriate people to contact with a complaint.
- Complaints are dealt with according to the nature and seriousness of the complaint.
- The person who receives the complaint is to ensure that the complaint procedures are followed.
- Complaints directed to staff are responded to within a week of being received.
- Complaints addressed to the Chairperson of the Board of Trustees will be initially dealt with and responded to at the next meeting of the Board of Trustees, unless the Chairperson deems it necessary to convene a special meeting of the Board of Trustees.
- Complaints are responded to in like manner, so those received in writing are responded to in writing, while those received verbally are responded to verbally. However, if in the judgement of the person dealing with the complaint it requires a more formal level of response they have the discretion to do this.
- Members of the school community are aware of the Complaints policy as it is published on the school website.

Approved
Chairperson, Board of Trustees

Date:
16 July 2014