

**Procedures for Complaints**

1. Where suitable the complainant is encouraged to resolve the issue at the lowest possible level by communicating with the person whose actions have given rise to the complaint.
2. If after a direct approach to the person whose actions have given rise to the complaint the problem remains unresolved, then contact with the person who is directly responsible for the complainant is made. This would be a Head of Faculty for a complaint about a staff member, or the corresponding Head of School for a complaint about a student.
3. If the complaint can be resolved at that point the Head of Faculty or Head of School will take appropriate action (if any) as required. The Head of Faculty or Head of School may report to the Principal on the resolution of the complaint and actions taken if deemed necessary.
4. If the matter remains unresolved after contact with the Head of Faculty or Head of School then a written complaint may be made to the Principal and/or a member of the Senior Leadership Team.
5. If the matter remains unresolved after contact with the Principal and/or the member of the Senior Leadership Team then a written complaint may be made to the Chairperson of the Board of Trustees.
6. A complaint against the Principal should be addressed to the Board Chairperson.
7. Where an initial concern is considered serious the complainant should lodge a complaint directly in writing to the Principal and/or the Board of Trustees. Furthermore the Principal may request that the concern be submitted in writing.
8. Where the Principal has serious concerns regarding a staff member's actions, he/she will raise the matter with the Board of Trustees.
9. The Principal will advise the staff member in writing that a complaint has been made to the Board of Trustees. The staff member concerned will be made aware of her/his rights to representation. A copy of the complaint will be given to the staff member for response and a reasonable timeframe given in which to respond.

10. The Board should seek legal/industrial advice from an approved source and notify the Board's insurers.
11. The Board of Trustees may decide to establish a committee to investigate the complaint or concern and make a recommendation to the Board of Trustees.

### **General**

1. The Board shall ensure when carrying out any investigation that they act fairly and in good faith.
2. All complaints will be dealt with according to relevant employment contracts, legal requirements, legislation, policies of the school and the code of practice for international students.
3. All complaints will be treated in confidence by both the Board of Trustees and its employees.
4. Where complaints are formally investigated, minutes of all meetings will be taken and agreements made and action taken recorded in writing. These will be held by the Principal or the Board, as appropriate or, in the case of an employee, on the employee's personal file.
5. If the complaint is about a student's behaviour then the student discipline procedures apply.
6. The above steps are a guideline. The person with the concern may communicate the concern to the Principal or any other person they deem appropriate
7. The school community have access to the current policy and procedures for complaints through the school website.

### **Where the complaint is against a Board member:**

1. Complaints against the Board or a Board member must be submitted to the Board in writing and those complaining given the opportunity to make personal representation at a constituted meeting of the Board.
2. If the Board is unable to reach a mutually acceptable solution by a discussion with the complainant an independent party may be appointed by the Board to review the complaint and make recommendations to the Board.
3. The Board will consider any recommended course of action made to it by the independent reviewer. However, the Board has no power of discipline over any elected or co-opted Trustee under any Act.