

Policy: Gov 23 Complaints

Procedure function: School Operation
Applies to: Board members & Principal

Date approved: 21 September 2010
Date for review: September 2013
Review responsibility: Board
Distribution to: Board & Principal

- **Background**

A school should endeavour to minimise the causes for complaints by the school community, by maintaining both good management and good communication practices. It is important, however, that a school also has a clear policy and process on how complaints will be handled, in the event they do arise, and that the staff and the school community are aware of these.

Complaints arising from, or about, operational matters at the school should be first addressed, and preferably resolved, by the staff and/or principal. However, because a board has ultimate responsibility for school management, it does need to be prepared to address complaints in situations where it is either inappropriate for the principal to handle the complaint, or where the complaint can not be satisfactorily resolved by the staff or principal.

The board should therefore be clear about the point at which it does become involved in the handling of a complaint, and the process that it will follow in such a situation.

- **Purpose of policy**

To give clear direction to the Principal relating to the handling of complaints about school operational matters, and to establish a process for the Board to follow when addressing complaints that the Principal is unable to resolve.

Gov 23 COMPLAINTS

23.1 The Principal shall establish and maintain a process to deal with complaints about school operational matters. The Principal must ensure that all staff and the school community are informed of, and follow, this process.

23.2 In the event that a complaint is unable to be resolved satisfactorily by the Principal, the matter is to be referred to the Board for further consideration.

23.3 The Board will follow the process outlined in *Gov 23A Complaints Process* in dealing with complaints that have been referred to the Board.