

JOHN MCGLASHAN COLLEGE

CONCERNS AND COMPLAINTS POLICY

PURPOSE

Addressing concerns and complaints is an important part of a continually improving College.

CONCERNS

The aim is to encourage dialogue and communication regarding concerns among the college staff, management, students, parents/caregivers and the Board. We operate an "open door" policy and encourage discussion among the affected parties at the earliest possible time in order to resolve any concerns.

COMPLAINTS

On occasion either the discussion does not resolve the concern, or the party/parties prefer to lodge a formal complaint. A complaint may be by parents/caregivers against staff, or by staff against another staff member, or by staff against the principal. Dealing with complaints will conform to the relevant Collective Agreement or Employment contract.

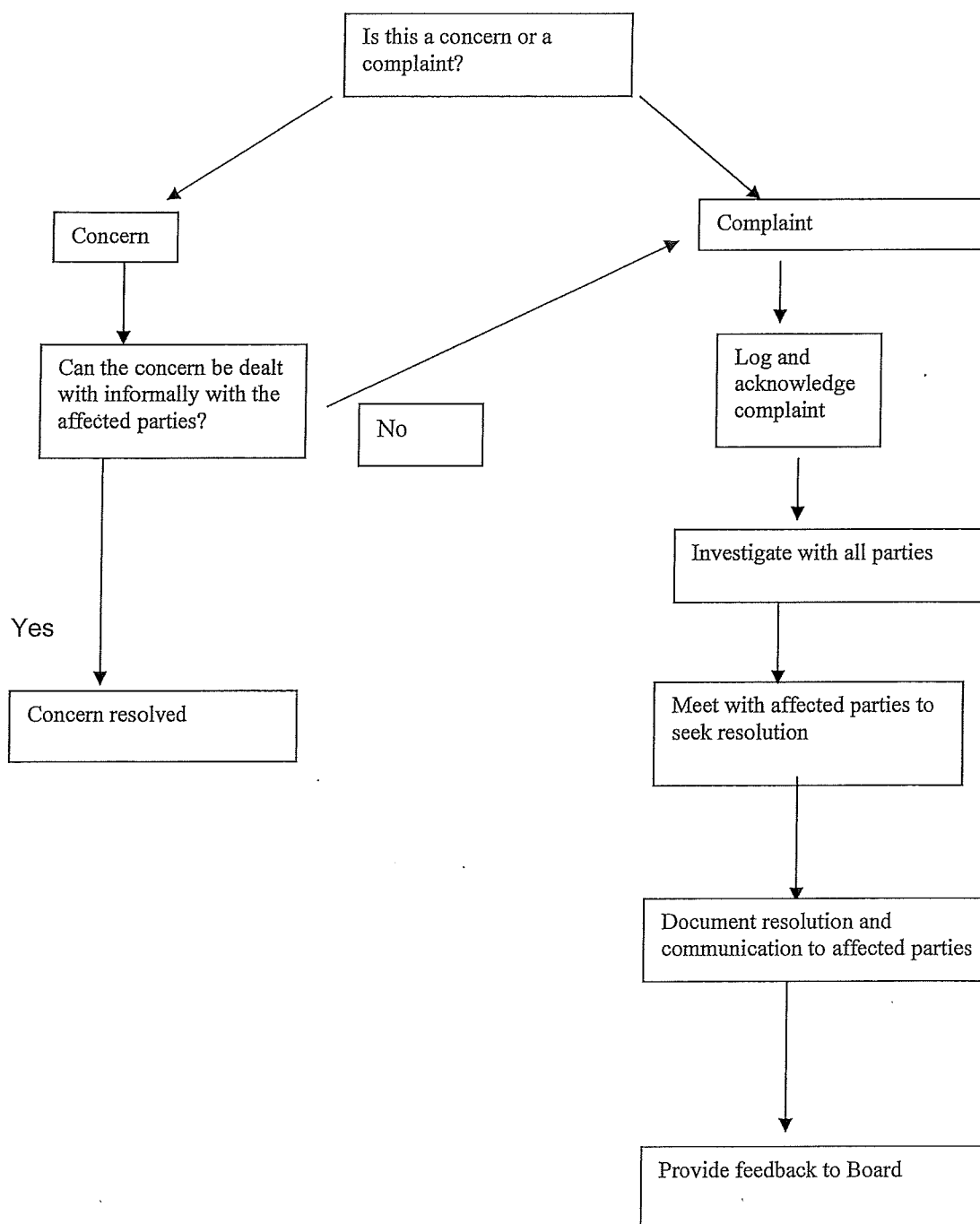
OBJECTIVES

1. Concerns expressed should be dealt with by the relevant individuals in a prompt and courteous manner. It is the expectation that most concerns will be solved informally.
2. Formal Complaints need to be in writing and there will be documentation of the complaint and response, and reporting to the Board.
3. Complaints will be investigated with the participation of all affected parties.
4. Complaints and their investigation will be held in confidence and limited to only appropriate individuals and organisations.
5. Guidance and support will be available to staff and students when necessary.

PROCEDURE

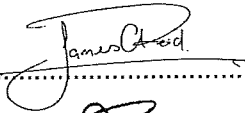
1. All formal complaints must be lodged in writing to the Principal, identifying all relevant parties and they should refer to specific issues. If the Principal is a party to the complaint, then the complaint must be lodged with the Chairperson of the Board.
2. The Principal will maintain a log of all formal complaints, recording the date of receipt, date of resolution and a brief summary of outcome and will maintain a filing system for all formal complaints. The Principal will report to the Board Chairperson on the number and outcome of formal complaints
3. The Principal/Chairperson will send a letter of acknowledgement to the complainant within two working days, indicating the plan to investigate the matter.
4. The Principal/Chairperson and/or delegated senior management group members will investigate the complaint. The complainant may be contacted to clarify the complaint.
5. Affected parties will be given a copy of the complaint and be allowed time to provide a written response. A meeting will be scheduled with the Principal/Chairperson to hear the response, and the affected party is given the option of bringing an advocate or support person to this meeting. The PPTA may be consulted for this purpose. If the complaint is to become the subject of a formal disciplinary investigation, the investigation will be conducted in accordance with employment law and the Collective Agreement.

6. The Principal/Chairperson will make a determination as to the outcome of the complaint and write a response to the complainant outlining the findings and any remedies if necessary. All effort will be made to conclude a complaint within a reasonable period, but this may be delayed due to unforeseen circumstances. If there is a delay, then the principal/Chairperson will write to the complainant indicating the delay.



EFFECTIVENESS REVIEW

1. An audit will be conducted periodically to determine the timeliness and effectiveness of this policy.
2. This policy will be reviewed by the Board in accordance with its self-review guidelines and timetable.
3. The Board will make its review report available to parents and staff.

Chairman.....

Principal.....