

# Golden Bay High School

## Putting Things Right – Concerns and Complaints Policy

### Definitions

For the purposes of this policy, a **concern** is anything a person wishes to raise with the school. This can be done in an informal and confidential way. The matter may just require clarification, or some modification of school procedures. If the matter cannot be resolved at this level, the person with the concern may make a formal **complaint**.

If the complaint is about alleged serious abuse then the Harassment Policy, and Child Protection Policy should be followed. All complaints will be taken seriously.

### Other Relevant Policies and Procedures

*Child Protection Policy*

*Harassment Policy*

*Procedures for dealing with an allegation of fraud*

*Protected Disclosures Policy*

### Policy Statement

#### Who to make a complaint or concern to?

1. Concerns or complaints about students, staff or the school may be made to any employee, BoT member or relevant authority.
2. Staff may make a complaint about persons who are not students or employees. This should be made to the Principal or a member of the Senior Leadership team.
3. Advice will be available to parents and students (from the Principal, BoT members or staff) on what to do when they have a concern or wish to make a formal complaint.

#### Formal complaint

4. A formal complaint is normally required to be in writing. This is different from an informal complaint or concern.
5. Formal complaints should identify both parties and relate to serious specific issues.

#### Responsibilities

6. The BOT delegates the responsibility for dealing with all concerns and complaints, except about the Principal, to the Principal.
7. The BOT is responsible for dealing with concerns and complaints about the Principal, and with complaints that the Principal has investigated, and deems serious.
8. It is the responsibility of any employee or BoT member who receives a formal complaint to pass it on to the Principal or BoT Chairperson.
9. Employees who receive a concern, should resolve, or refer, and record as appropriate.

**Resolution of formal complaints**

- 10. The principles of natural justice will be followed i.e. the person about whom a formal complaint is made must have the opportunity to
  - a. know who made the complaint
  - b. hear the details of the complaint
  - c. respond to the complaint
  
- 11. The person(s) making a decision on dealing with a complaint will
  - a. pay due regard to all parties without bias.
  - b. take into account all perspectives before decisions are made.
  - c. seek appropriate advice
  
- 12. The complainant will be kept informed of progress with investigating the complaint, and informed of any outcomes in a timely manner.
  
- 13. Records will be kept of all formal complaints received, detailing the process followed and any outcomes that result.