



Complaints Policy

RATIONALE

The complaints policy and procedures are to provide a clearly laid out process for dealing with and resolving complaints against staff, students and anyone acting in the name of the Board, to the Board of Trustees. The policy applies to complaints made by anyone concerning any person(s) associated with the Board of Trustees. This policy and its procedures will endeavour to ensure fairness to all parties. In many instances complaints will be resolved by the Principal in the first instance without the requirement to refer them to the Board of Trustees. However reporting such matters to the Board of Trustees is mandatory. The provisions of this policy however cannot override the provisions as set out in the relevant collective employment agreements applicable in the school.

GUIDELINES

1. The Board of Trustees has the major responsibility for ensuring that all complaints are properly investigated. This may involve the Principal or other senior staff members as appropriate.
2. All complaints against staff or students at Cambridge High School, with the exception of the Principal, should be referred to the Principal immediately. The Principal will advise the Board Chairperson of any written complaint and will consult with the Chairperson as to the appropriate action to be taken. This communication with the Board Chairperson will occur within 24 hours of receipt of a complaint if at all possible.
3. When the Principal receives a complaint he will agree to investigate it, will speak to the staff members or students concerned, and will report back to the complainant. Less serious complaints may be resolved by discussion or other means.
4. The Principal, on the receipt of a verbal complaint, may at his discretion, decide to take no action if satisfied the complaint is trivial, the complaint is frivolous or vexatious, or the complainant is not closely enough involved in the matter.

INVESTIGATION OFFICER'S RESPONSIBILITIES (PRINCIPAL)

1. Unless there is a good reason for not doing so, the person complained of is to be advised of the substance of the complaint within a very short time of the complaint being received.
2. Investigations must be conducted thoroughly and in an unbiased manner to ensure confidence is maintained in the ability to impartially examine such complaints.
3. Every endeavour should be made to resolve issues as expeditiously as possible.



4. In the event of a complaint against the Principal the board delegates responsibility to a sub-committee made up of any three trustees (excluding the Principal, Staff Board Rep and Student Trustee) to deal with these complaints.
Complaints made against the Board, a Board member or the Board Chair should be acknowledged and referred to the School Trustees Association in order to establish an appropriate and unbiased course of action.
 - a) Where practical, liaison is maintained with complainants.
 - b) Investigators should operate within the guidelines laid down in relevant statutes, employment agreements, this policy and the complaints procedure.
 - c) Where appropriate assistance in respect of any particular issue may be sought.
5. On conclusion of enquiries, a report setting out the circumstances surrounding the complaint, the result, conclusion and recommendations should be presented to the Board "In Committee". Where this involves a staff member or member of the Board the student and staff representatives should be excluded from the discussion.
6. Complaints resulting from harassment of any sort may be referred to the Guidance Counsellors if the staff member making such complaints feels that is a safer option.
7. 'Refer to the complaints procedures'

Board Chairperson:

Date Reviewed

1 July 2017