

## **POLICY STATEMENT**

## **COMPLAINTS**

### **RATIONALE**

McAuley High School wishes to deal fairly and appropriately with all parties in event of a complaint against any member of staff or the school.

### **DEFINITIONS**

A formal complaint is one that arises from serious concern about the behaviour or professional conduct of a staff member. Staff, in this context, includes teachers, non-teaching staff, visiting teachers, unpaid voluntary workers or any person officially functioning within the school.

### **GUIDELINES**

1. Complaints shall be treated according to the Secondary Teachers' Collective Employment Contract, Section 3.4, and the Support Staff in Schools Collective Employment Contract 7.12 and provisions in the Employment Relations Act 2000 for staff on individual contracts, taking note of the concepts of "natural justice" and "commonsense".
2. Complaints against staff, whether originating from staff, students or members of the public, will be referred immediately to the Principal for investigation. The Principal may call on senior management for assistance.
3. Staff, who in the course of providing any sort of counseling or guidance to students, become aware of accusations of improper conduct by another teacher, or who have reason to suspect improper conduct by another staff member, must report immediately to the Principal.
4. In cases of alleged serious misconduct, where the emotional or physical safety of students could be at risk, the staff member may be suspended on full pay until the formal hearing has been completed.
5. Complaints that allege criminal actions, or actions that may involve the Police, will be referred immediately, through the Principal to the Board.
6. When investigating complaints against teachers the Board will follow the guidelines of the Trustee handbook. When investigating complaints against non-teaching staff the same procedures will be followed wherever practicable.
7. Complaints that are unresolved by the Principal in consultation with senior management after a reasonable period of time must be referred to the Board.
8. All complaints to the Board must be put in writing and addressed to the Chairperson of the Board.
9. The Board Chairperson will acknowledge the letter of complaint and the complainant advised of the Board process.
10. The letter will be tabled at a Board meeting (in committee) and referred to the relevant parties for reporting back to the Board. The Board may appoint a committee to investigate and report back to the Board.
11. At the meeting of the Board/committee the reports are received and the parties may be invited to speak to their complaint or answer questions. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.
12. The Board/committee will then come to a decision or recommendation that will be communicated to the parties. (This may be confidentially.)
13. Any of the parties may request the Board to reconsider their decision if new information is produced.

### **CONCLUSION**

Complaints will be dealt with in a manner that protects the rights of all parties and works towards an appropriate conclusion as quickly as possible.

### **Presented to the Board of Trustees:**

**Approved: 2019**

**To be Reviewed: 2022**