

OUR LADY OF LOURDES SCHOOL POLICY

PARENT COMPLAINT

RATIONALE

Complaints against Principal, Staff or Students must be handled promptly and with care and sensitivity in keeping with the Special Character of the School.

Purpose

1. To establish procedures for dealing with complaints against Principal, Staff or Students.
2. To ensure parents feel confident that concerns will be handled professionally.

Guidelines

1. All actions of the Board or its agents in relation to staff, should be in accordance with the relevant acts, awards, contracts and collective agreements.
2. All complaints against students must be discussed with the teacher concerned in the first instance.
3. Complaints against staff must be discussed with the staff member concerned in the first instance.
4. Complaints will remain confidential to the parties concerned.
5. If complaints cannot be resolved after discussion between the concerned parties, the Principal and/or Deputy Principal will be involved and the complaint and procedures will be documented.
6. In an instance where a complaint is not resolved as above, the complainant is to refer the complaint in writing to the Board.
7. Where a complaint of a serious nature is made against the Principal, it must be referred to the Board in writing.
8. Where appropriate, outside agencies may be called in to assist with the resolution of any complaints.

Signed.....(Chairperson)

Date:/...../.....

Review: 2017