

**FLEMINGTON SCHOOL POLICY – NAG 3**  
**COMPLAINTS AND CONCERNS POLICY**

**RATIONALE:**

- To enable the resolution of complaints and concerns raised by parents/caregivers and community.

**PURPOSE:**

- To give clear guidance to all parties what procedure to follow
- To outline and process to the handling of complaints/concerns for the best outcome for all concerned.
- To ensure a fair outcome for all affected parties
- To uphold the rights of all parties concerned

**GUIDELINES:**

- The policy is to be published/circulated at the beginning of each year attached to a school newsletter.
- Procedures for both general and complaints to the BOT are to reviewed with the policy as part of the normal review cycle.
- The school encourages communication between students, parents, staff and Board of Trustees members.
- Most issues can be resolved early by communication between person / s concerned.
- This communication should always be conducted in a reasonable manner and at an appropriate time. The person to whom the concern is addressed shall have the discretion to adjourn the dialogue to either:
  - A more appropriate time
  - Or to continue in the presence of a third party, most usually the Principal.
- Each person involved may have a support person present.
- Any concerns will be first addressed to the person concerned if appropriate. Refer to Procedure **‘Complaints Flowchart’**.
- Should either party be dissatisfied with the outcome they should inform the Principal.
- Should either party be still dissatisfied the complaint should be addressed to the Board of Trustees. N.B (The Board Chairperson will only accept complaints in a written form).
- Complaints will be dealt with by following the complaints Flow Chart and the Board Processes.
- All employment concerns will be dealt with in relation to the respective Collective Agreements (PTCA, SSCA, CCCA, PPCA) or Individual Employment Contracts (I.E.C.).
- All management and governance concerns will be dealt with under advisement from the appropriate support agencies for Boards of Trustees and Principals.

Reviewed:

Next Review Date:

Amended:

Signed: