



ST JOSEPH'S SCHOOL PLEASANT POINT

COMPLAINTS PROCEDURE

RATIONALE:

To help the Board, parents, staff and pupils manage potentially difficult situations effectively and to the benefit to the school and pupils through a clear understanding of procedures to be followed in such situations.

GUIDELINES:

1. Complaints

- a. In all cases concerns or queries should be raised directly with the person concerned if at all possible.
- b. If issues remain unresolved then the matter should be raised with the Principal.
- c. If the matter is still unresolved the Board Chairperson should be informed.
- d. Where matters are referred to the Board Chairperson he or she will decide on what further action to take bearing in mind:
 - i. the need to deal with the matter in a way most likely to lead to an outcome fair and acceptable to all parties concerned.
 - ii. the need to inform the Board of matters for which it has direct responsibility
 - iii. the need to see school management matters wherever possible resolved within the school.

2. Communications with the media regarding complaints

- a. On matters relating to school governance will be by or with the specific approval of the Board Chairperson.
- b. On matters related to the day-to-day management of the school will be by, or with, the specific approval of the Principal.

Formulated by: Documentation & Self-Review Committee
Reviewed: August 2005 May 2009, July 2012
Approved by: Board of Trustees

Chairperson: _____

Date: _____

This policy should be read in conjunction with the Special Character policy and the school's Mission Statement.