

COMPLAINTS POLICY

**NAG 3
NO. 303**

Purpose

To provide a system for resolving complaints and grievances against the school and any of its employees and trustees, in a speedy and fair manner to all parties concerned.

Guidelines

All complaints must first be discussed directly with the employee or trustee involved. If this does not resolve the matter satisfactorily, then the following procedures should be followed:

1. *General Grievances*
 - a) A written complaint to the Principal. If still unresolved, then
 - b) A written complaint to the Chairperson of the Board of Trustees

2. *Complaints against a staff member or the Principal*
 - a) Complaint discussed with the employee, with the Team Leader, Assistant Principal, Deputy Principal or Principal present. If still unresolved, then
 - b) Complaint in writing to the Board of Trustees Human Resources Committee.

3. *Complaint against the Board of Trustees*
 - a) Complaint in writing to the Board of Trustees Chairman.

If the complaint cannot be resolved at School level, the complainant would be advised as to the appropriate authority to contact.

All written complaints must be acknowledged in writing within five school days of receipt of the complaint. The Principal and Human Resources Committee are to meet (where possible) within five school days of the acknowledgment letter being sent to determine what, if any, response is required.