



FORMAL COMPLAINTS PROCEDURE

Rationale

To provide a means of insuring that due process, including meeting the requirements of fairness and natural justice, actually occurs in the event of a complaint against an employee of the Board of Trustees. Concerns (as distinct from formal complaints) should be dealt with informally by the Principal (or Board as applicable)

Procedures

1. Formal complaints may be made to the Principal* or Board.
2. The complaint is "received" and put to the employee/student concerned in writing. The person making the complaint is to be identified.
3. The person making the complaint and the employee/student complained against are advised of avenues of advice and support.
4. The employee/student concerned is given reasonable time to respond to the complaint.
5. The Principal is charged with the responsibility of investigating the complaint and reaching preliminary conclusions.
6. Where the complaint is not resolved by the Principal, or is of a serious nature, the matter will be referred to the Board.
7. The Board will appoint a committee** consisting of one or more members as may be considered appropriate to investigate the complaint and recommend a course of action to the Board.
8. The Board (excluding members of the above committee, and any member deemed to have a conflict of interest) decides whether or not to accept the findings and recommendations of the committee, after giving the employee/student complained against the opportunity to be heard.
9. The employee/student and complainant are informed of the decision of the Board.
10. All above procedures are fully documented.

* Where the complaint is against the Principal, the Chairperson shall replace the Principal in steps 1 - 6, and neither the Principal nor the Staff representative shall be members of the committee or part of the subsequent meeting of the Board.

** The size of the committee will be such that the remainder of the Board is at least a quorum of members.

MANIOTOTO AREA SCHOOL