

# Complaints Procedure



## Gore High School Will:

1. Ensure the timely and appropriate investigation of complaints made to the school by parents, staff or other members of the community.
2. Provide a prompt and appropriately detailed response to complainants.
3. Protect and enhance the school's reputation by taking complaints seriously and dealing with them in a fair and open manner.

## Guidelines

1. Parents and caregivers are encouraged to raise any issues with the staff member concerned in a reasonable and appropriate manner.
2. The Rector is responsible for ensuring that verbal or written complaints concerning actions of the school's staff or students are investigated. Any such complaints should be addressed to the Rector in the first instance.
3. Complaints regarding the Rector should be addressed to the Board Chairperson for investigation and response.
4. Complaints regarding a Board member are referred to the Rector and Board Chairperson for investigation and response. Complaints regarding the Board Chairperson should be referred to the Rector who will convene a sub-committee of the Board of Trustees.
5. Anonymous complaints are not investigated unless the safety or wellbeing of staff or students is at issue.
6. Complainants are encouraged to make their complaint in writing.
7. Staff who are the subject of complaints will be offered support.
8. A report on or a copy of the complaint is made available to those implicated. In the circumstances it may be appropriate to withhold the identity of the complainant. Those implicated are asked to provide a written report for the Rector, Board Chairperson or Board sub-committee who will subsequently discuss the matter with them.
9. A telephone or written response to the complainant is given as soon as practicable, and the complainant is advised that they have recourse to the Board if they believe the complaint has not been dealt with appropriately.
10. The Rector will advise the Board Chairperson of any serious complaint which may impact on the school's reputation or the welfare of any member of the school community.
11. Disciplinary matters concerning staff or students will be dealt with under the appropriate legal processes. (For example; section 3.4 of the Secondary Teachers' Collective Agreement 2015-2018).
12. This Procedure must be displayed and communicated to the school community.