

## Principles

### Complaints against staff:

1. In the first instance, members of the community are encouraged to raise issues of concern directly with the member of staff (including the Principal) in an attempt to resolve the complaint to their mutual satisfaction. If the matter cannot be resolved, then the subsequent steps are to be followed.
2. Complaints against the Principal should be made to the Chairperson of the Board of Trustees.
3. Complaints against other members of the staff should be made to the Principal.
4. The safety and wellbeing of Students and Staff must remain paramount at all times.
5. A complainant has the right to submit a formal written complaint to the Board of Trustees.
6. A formal written complaint against staff (other than the Principal) which is submitted directly to the Board of Trustees, will be immediately re-directed to the Principal who will, in the first instance, attempt to resolve the complaint.
7. Procedures as outlined in the relevant Employee's Contract or Education Act will be followed for any formal written complaints submitted to the Board of Trustees.
8. In all cases, a record of the complaint, process and resolution, must be made by the staff member, Principal or Board of Trustees, as appropriate.

### Complaints against a Member of the Board of Trustees :

1. In the first instance, members of the community are encouraged to raise issues of concern directly with the Member of Board in an attempt to resolve the complaint to their mutual satisfaction. If the matter cannot be resolved, then the subsequent steps are to be followed.
2. Complaints against any Board of Trustees' Member should be submitted to the Board of Trustees in writing. The Board of Trustees (excluding the Member) will attempt to resolve the complaint with the Member and the complainant.
3. Should the complaint not be resolved, the complainant may refer the matter to the Ministry of Education or the Education Review Office

Review Triennially