

Victoria Avenue School Board of Trustees Policy

Complaints

Rationale

To provide a process to resolve parental complaints about the school's education or care of their child or otherwise relating to the school or its performance.

Objectives

To provide procedures that:

- promote good communications and relationships;
- ensure fairness, accuracy and balanced input among those involved;
- give priority to achieving solutions as soon as possible;
- have follow-up actions to review the effectiveness of agreed outcomes.
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Procedures

1. Complaints are best settled as quickly and as informally as possible. The school has an open door policy to encourage open lines of communication.
2. Parents who have an issue should contact their child's class teacher in the first instance. In most cases, the matter should be able to be resolved straight away by this means.
3. All complaints will be dealt with in accordance with the procedures attached to this policy (except for a complaint against the Principal, which should be addressed in writing to the Chairperson of the Board of Trustees for the Board to deal with).
4. The School will ensure that a written record is kept of all complaints and at what stage they were resolved.

Effectiveness Self-Review

- This policy will be reviewed in accordance with the board's triennial programme of self-review.
- The review will be conducted by the policy sub-committee, using the objectives listed above as the criteria for determining effectiveness of the policy in action.
- The reviewed policy will be available to members of the school community after it has been ratified by the Board.

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Chairperson

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Principal

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Date