

HERIOT SCHOOL CONCERNS POLICY

Purpose

To ensure all concerns are treated fairly and that the community is aware of the procedures to follow.

Guidelines

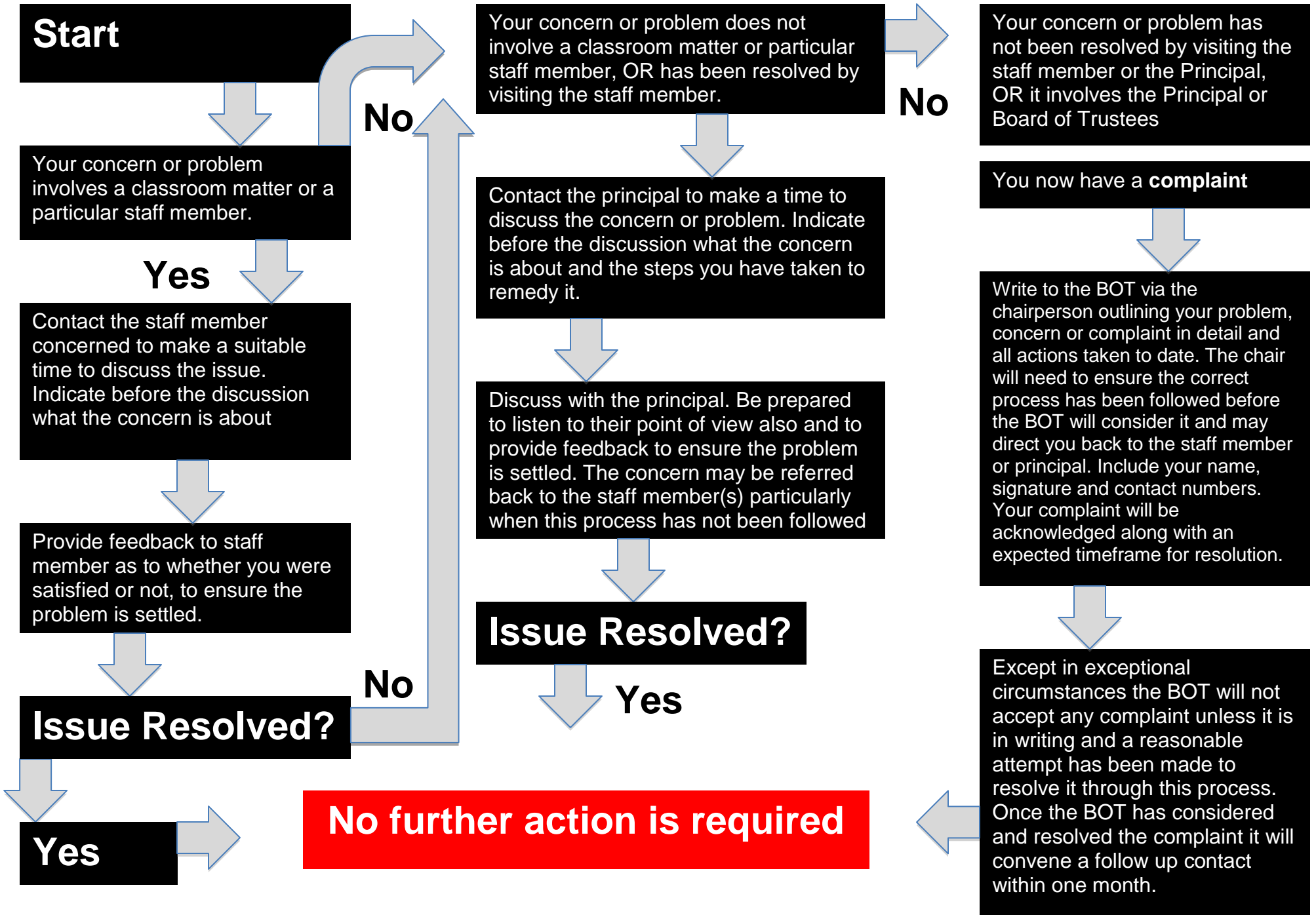
1. **In all situations of concern the concern should be addressed to the person involved.**
2. All concerns will be presented and responded to in a courteous, frank, discrete and honest manner.
3. All concerns are treated seriously and addressed.
4. Concerns will be addressed to the appropriate person (as per table below)
5. The Principal or BOT Chairperson may request concerns be put in writing and signed by the complainant if further action is required
6. The Board of Trustees requires that all concerns be submitted in written form and must be signed with the correspondents name. The board will respect complainant's privacy when dealing with issues i.e. 'In Committee'.
7. The Principal and BOT Chairperson reserve the right to involve a third party who may be an independent arbitrator.
8. All concerns will follow the chart below.

NB Professional (teaching) concerns **SHOULD NOT** in the first instance go to any BOT member. If BOT members are approached with a concern they should explain the correct procedures that need to be taken.

Concerns by	Against	1 st Instance	2 nd Instance	3 rd Instance
Parent/ Caregiver	BOT/ BOT Member	BOT/ BOT Member	Principal or Chairperson or Vice Chairperson	
	Staff Member(s)	Staff Member(s)	Principal	Chairperson
	Principal	Principal	Chairperson	
BOT/BOT Member	BOT/ BOT Member	BOT/ BOT Member	Principal or Chairperson or Vice Chairperson	
	Staff Member(s)	Staff Member(s)	Principal	Chairperson
	Principal	Principal	Chairperson	
Staff	BOT/ BOT Member	BOT/ BOT Member	Principal	Chairperson
	Staff Member(s)	Staff Member(s)	Principal	Chairperson
	Principal	Principal	Chairperson	
Principal	BOT/ BOT Member	BOT/ BOT Member	Chairperson	
	Staff Member(s)	Staff Member(s)	Chairperson	
	Parent/ Caregiver	Parent/ Caregiver	Chairperson or Vice Chairperson	

Review schedule: Triennially

Procedure For Dealing With Concerns and Complaints at Heriot School



Start

Your concern or problem involves a classroom matter or a particular staff member.

Yes

Contact the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about

Provide feedback to staff member as to whether you were satisfied or not, to ensure the problem is settled.

Issue Resolved?

Yes

No

Your concern or problem does not involve a classroom matter or particular staff member, OR has been resolved by visiting the staff member.

No

Contact the principal to make a time to discuss the concern or problem. Indicate before the discussion what the concern is about and the steps you have taken to remedy it.

Discuss with the principal. Be prepared to listen to their point of view also and to provide feedback to ensure the problem is settled. The concern may be referred back to the staff member(s) particularly when this process has not been followed

Issue Resolved?

Yes

No

No further action is required

Your concern or problem has not been resolved by visiting the staff member or the Principal, OR it involves the Principal or Board of Trustees

You now have a complaint

Write to the BOT via the chairperson outlining your problem, concern or complaint in detail and all actions taken to date. The chair will need to ensure the correct process has been followed before the BOT will consider it and may direct you back to the staff member or principal. Include your name, signature and contact numbers. Your complaint will be acknowledged along with an expected timeframe for resolution.

Except in exceptional circumstances the BOT will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it through this process. Once the BOT has considered and resolved the complaint it will convene a follow up contact within one month.