

COMPLAINTS POLICY

See also: Supporting Procedures and Policies

- *Harassment Policy*
- *Procedures for dealing with an allegation of fraud*
- *Protected Disclosures Policy*
- *Reporting process for suspected or disclosed child abuse*
- *International Students – Complaints Policy*

Rationale:

The purpose of this policy is to provide information and guidance to anyone currently connected with Lincoln High School (LHS), who would like to make a complaint.

Definition of a complaint:

For the purposes of this policy a complaint is different from an enquiry, request for help or expression of concern and must be made in writing. If the complaint is about alleged serious abuse then the Harassment Policy, and Guidelines for Dealing with Reported or Suspected Child Abuse should be followed. All complaints will be taken seriously.

1. Anyone can make a complaint about students, staff, the school or Board of Trustees (BOT). This may be made to any employee, BOT member, or relevant authority.
2. Complaints about persons who are not students or employees should be made to the Principal or a member of the Senior Leadership Team (SLT).

Form of Complaint:

1. A formal complaint is required to be in writing. This is different from an informal complaint or concern.
2. Formal complaints should identify all parties and relate to serious specific issues.

Responsibilities:

1. It is the responsibility of any employee or BOT member who receives a complaint, to pass it on to the Principal, or BOT Chairperson.
2. Formal complaints made to the school will normally be dealt with by the Principal or BOT Chairperson. The BOT Chairperson may delegate to the Principal.
3. If a staff member is complained of formally, they must be given a copy of the formal complaint and the opportunity to explain their side of the issue

Process for Resolution:

1. Resolution will be in a timely manner.
2. Where appropriate there will be early consultation with all parties concerned.
3. Guidance and support will be available to staff and students when necessary.
4. If a complaint is to become the subject of formal disciplinary investigation then this shall be conducted in accordance with relevant employment provisions and natural justice.
5. Complainants will be informed that the investigation has been completed.

Approved: 27 May 2020