

COMPLAINTS POLICY

NAG 3
NO. 303

Purpose

To provide a system for resolving complaints and grievances against the school and any of its employees and Directors, in a speedy and fair manner to all parties concerned.

Guidelines

All complaints must first be discussed directly with the employee or Director involved. If this does not resolve the matter satisfactorily, then the following procedures should be followed:

1. *General Grievances*
 - a) A written complaint to the Principal. If still unresolved, then
 - b) A written complaint to the Directors
2. *Complaints against a staff member or the Principal*
 - a) Complaint discussed with the employee, Principal and Director present.
If still unresolved, then
 - b) Complaint in writing to the Directors.
3. *Complaint against the Directors*
 - a) Complaint in writing to the Directors.

All written complaints must be acknowledged in writing within five school days of receipt of the complaint. The Principal and Directors are to meet (where possible) within five school days of the acknowledgment letter being sent to determine what, if any, response is required.