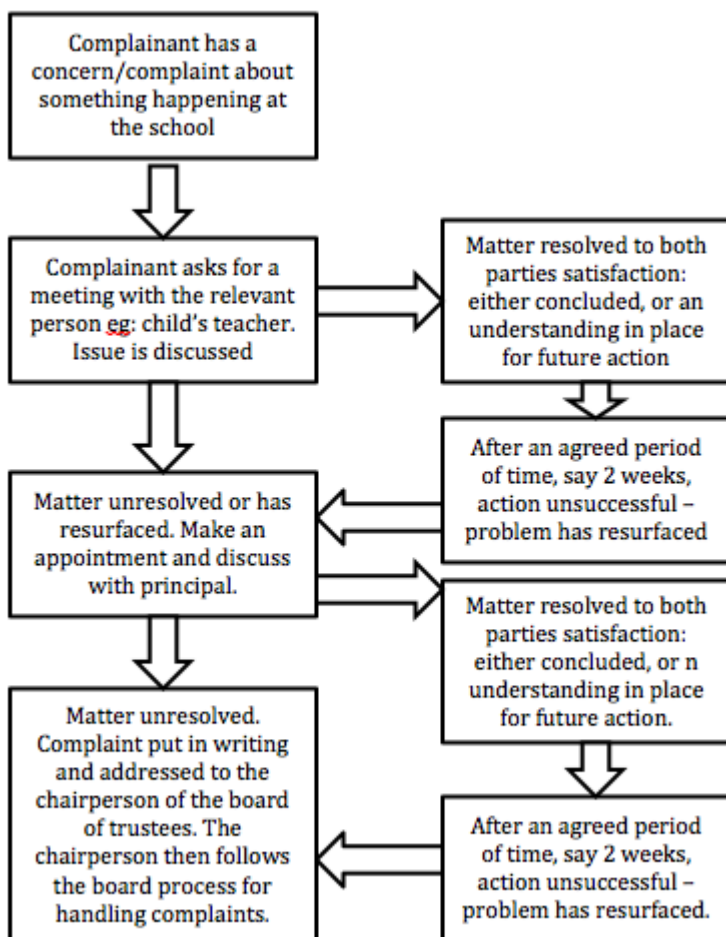


Concern/Complaints procedure for Tapora School



Stage one: school community process

1. While minor issues may be able to be discussed in a quick informal chat with a staff member, normally in order for both parties to give the matter full attention, arranging a time to discuss the matter is the preferred option.
2. Complaints of a serious nature which may or may not have legal implications are to be made in writing to the Principal. If the complaint is against the Principal, the complaint is to be made in writing to the Chairperson of the Board.
3. The board needs to formally receive a complaint in order to act on it. If a complaint is serious enough for the board to deal with, it is serious enough to be put in writing. If you have concerns about expressing the matter clearly in writing, please discuss the matter in confidence with the board chair (or another delegated board member) to enable them to assist you with this.
4. If the complaints procedure has not been followed, the board will normally return any letter of complaint to the writer and ask that they follow the procedure first.
5. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.



Board of trustees complaints procedure for Tapora School

Letter of complaint is acknowledged by the chairperson and the complainant advised of the next steps in the board process. The letter becomes part of the correspondence that will be dealt with at the next board meeting while the public is excluded.

Letter is tabled at board meeting (with the public excluded) and referred to relevant parties for reporting back to the board. The board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the board.

At the meeting of the board or committee, the reports are received and the parties may be invited to speak to their complaint or answer questions. The board/committee considers the evidence and/or information and comes to a decision or recommendation.

Depending on the delegated powers of the committee either they or the board as a whole come to a resolution as to how the board will respond and/or what action will be taken.

The board's response is communicated to the parties to the complaint. This may be either publicly or confidentially depending on the case.

Any of the parties may request the board to reconsider their decision – however normally for such a reconsideration to take place new information that would have been relevant to the board's deliberations must be produced.



– shaded area denotes "public excluded" meetings