



# Mount Albert Grammar School

## Complaints Policy

### Rationale

Complaints may be made about any area of school life. Complaints may be made by members of the public, staff, parents or students.

### Policy

All complaints are to be acted upon promptly and the action taken will be reported back to the complainant.

All complaints are to be in writing with contact details of the complainant before they can be actioned. Anonymous complaints will be assessed as to whether or not they warrant any investigation depending on the seriousness of the complaint.

### Guidelines

1. Complaints against staff or students will be investigated by the Associate Principal or Headmaster. They may delegate this task to another staff member. The Associate Principal or Headmaster has discretion to resolve the complaint as they consider appropriate.
2. Complaints against members of the Senior Management Team will be investigated by the Headmaster who may delegate this task to the Associate Principal. The Headmaster has discretion to resolve the complaint as they consider appropriate.
3. Complaints against the Headmaster will be investigated by the Chairperson of the Board, who shall have discretion to resolve the complaint as they consider appropriate. The Chairperson may also delegate this task to a subcommittee of the Board,
4. Complaints against members of the Board, or the full Board, shall be investigated by the Chairperson of the Board, who shall have discretion to resolve the complaint as they consider appropriate. The Chairperson may also delegate this task to a subcommittee of the Board. Complaints against the Chairperson are to be investigated by a subcommittee of the Board.
5. The Headmaster, Chairperson of the Board, or Board, may also appoint an external person to undertake investigations, or resolve complaints, in appropriate circumstances.
6. Any person investigating a complaint must ensure that are not in a position of conflict or perceived conflict in relation to the complaint. In cases of conflict, the complaint will be investigated by the next appropriate person.
7. Any party unhappy with the investigation, or resolution, of a complaint by the Associate Principal, may complain to the Headmaster.

8. Any party unhappy with the investigation, or resolution, of a complaint by the Headmaster, may complain to the Chairperson of the Board.
9. Any party unhappy with the investigation, or resolution, of a complaint by the Chairperson, may complain to the Board. The decision of the Board shall be final.
10. Complaints received by school personnel or any member of the Board shall be forwarded to the Headmaster or to the Chairperson of the Board as soon as possible.
11. All complaints shall be recorded in a complaints register to be maintained by the Headmaster's Personal Assistant and kept confidential to the Board.
12. The Headmaster, or the Board, shall have the authority to suspend staff (with or without pay) during the course of an investigation, or where the health and safety of that staff member, a student, or other staff member, warrants the suspension.