MAC Concerns and Complaints Procedure



Please use the procedure outlined below for situations where a concern is raised, including; situations where a parent has a concern about a teacher, a student, or if a staff member has a concern about a student or another staff member. Every effort should be made by all involved, to resolve a concern through informal channels. If the concern has not been resolved by speaking with the parties as outlined below then you may make a formal complaint to the Principal.

Step One: Concerns Procedure

Anyone with a concern is encouraged to discuss the matter directly with the person involved as soon as possible, to prevent issues escalating.

- Talk to the relevant staff member about the issue.
- If you have a concern about a classroom matter, you should firstly discuss the matter with the class teacher.
- Be prepared to listen to their point of view as they will be to listen to yours.
- Note that this may require more than one meeting to resolve the issue and may require support from other members of staff to resolve.
- If the issue is about a student the teacher will enter a record of the concern you have, and any subsequent meetings in KAMAR Pastoral notes

Step Two: Concerns Procedure

matter which you do not feel able to discuss with the staff member directly. OR

The concern does not involve a particular staff member.

- You have been unable to resolve your concern with the staff member concerned (Step One), you may contact the appropriate Dean or Head of Learning Area (HOLA) to discuss your concern.
- Contact the Dean or HOLA to make a time to discuss the concern. Indicate at this time what the concern is about and the steps you have taken to remedy it, if any.
- Discuss with the Dean or HOLA; be prepared to listen to their point of view.
- Be prepared to listen to different points of view. This may require another meeting and/or involve senior management.

Is the issue resolved?

YES

NO

Step Three: Concerns

If you have a concern about a matter which you do not feel able to discuss with the staff member directly, or the Dean/HOLA. OR

The concern does not involve a particular staff member.

You have been unable to resolve your concern with the staff member concerned (Step One), or the Dean/ HOLA (Step Two) you may contact the Principal to discuss your concern.

 Contact the Principal to make a time to discuss the concern. Indicate at this time what the concern is about and the steps you have taken to remedy it, if any.

- The Principal may delegate the matter to another member of the Senior Leadership team (SLT).
- Discuss with the Principal/SLT member; be prepared to listen to their point of view.
- The Principal or SLT will email the complaint after any meeting to summarise their understanding and outline the resolution.
- Note, the concern may be referred back to the staff member(s), or Dean/HOLA if the Principal decides that is appropriate specifically where Step One or Step Two has not been followed to date.

Is the issue resolved?

YES

NO

Please provide feedback to the person/s concerned that the matter has been resolved and then no further action is required.

Step Four – Formal Complaint to Principal
A Formal Complaint to the Principal

Should be in writing (A Formal Complaint form can be found on the school website and emailed to the Principal). Only in exceptional circumstances will the Principal accept a complaint that is not in writing or where the above

process of trying to resolve the issue through the informal channels has not yet occurred (unless there are good reasons why the informal channels have not been followed).

On receipt of a formal complaint the Principal will deal with the complaint by:ensuring that the complaint is entered in the complaints register.ensuring the issue is heard (by the

ensuring the issue is heard (by the Principal or SLT) and making a decision on the complaint and any necessary actions or outcomes.

seeking legal advice.
 OR by

 referring the complaint to the Board providing a written report with all relevant information about the complaint.

Is the issue resolved?

YES

Where parents/caregivers are dissatisfied with the Principal's actions or decisions concerning any complaint they may place their concerns in writing to the School Board Chair.

NO

Step Five - Formal Complaint to Board

If the matter is not resolved by a formal complaint to the Principal or it involves the Principal directly, or it is about the School Board (or an individual member within their role as a member of the Board), then you may choose to make a Formal Complaint to the Board.

A Formal Complaint to the Board is written and addressed to the Chair, Mount Aspiring College School Board. (A Formal Complaint form can be found on the school website and emailed to the Chairperson).

Include details of all the actions taken to date. You may be directed back to the staff member, Dean or Principal if the correct process has not been followed.

All complaints will be treated as confidential to the Board and those named in a complaint letter.

Anonymous complaints cannot be actioned by the Board.

Only in exceptional circumstances will the Board of Trustees accept a complaint that is not in writing or where the process of trying to resolve the issue has not yet occurred (unless there are good reasons why the process has not been followed).



Board's process for handling this complaint, you may write to the Office of the Ombudsman for a formal external review of the Board's process.

Is the issue resolved?

YES