



CHRIST THE KING CATHOLIC SCHOOL

PROCEDURE: COMPLAINTS

Procedures for Investigating Formal Complaints

1. Complaints are best settled as quickly and as informally as possible. The school has an Open Door Policy to encourage open lines of communication and it is therefore expected that in most instances this will happen.
2. All formal complaints need to be in writing, signed by the complainants and must be submitted to the Principal. In the event of a complaint against the Principal, the complaint will be submitted to the Chairperson of the Board of Trustees.
3. All formal complaints will be acknowledged in writing. If possible, acknowledgement will be within one day of receipt.
4. The receipt of a formal complaint will be noted on the Complaints Record Sheet.
5. If necessary, a sub-committee will be established to investigate the complaint.
6. A date will be set for a hearing – where possible this will be within one week of receipt of the complaint.
7. All relevant information will be gathered, so that both sides' views are heard.
8. If a meeting is necessary, the complainant and person/people complained against will be informed of the date and time of the meeting and their right to have a support person/group with them.
9. All proceedings will be documented.
10. A decision will be reached.
11. All parties will be informed of the result of the investigation and any further action that will be taken (if any). If the complaint involves a staff member, a record will be kept on the staff member's personal file, if appropriate.

