

BAYFIELD HIGH SCHOOL COMPLAINTS POLICY

1. The Board recognises the importance of maintaining good relationships within the school community, and of resolving complaints efficiently and fairly.
2. Complaints are to be put in writing, and will be investigated and finalised without undue delays.
3. The Principal is responsible for investigating complaints, unless they are the subject of the complaint. The Board Chairperson will be kept informed on a “no surprises” basis, and will advise the rest of the Board if the complaint is considered serious. If the investigation reveals that a criminal offence has been committed, the appropriate agencies may be approached.
4. Where the complaint is against a staff member:
 - This will be dealt with in a manner consistent with staff employment agreements and employment law generally.
 - The staff member will be given full details of the complaint and asked to respond in writing.
 - If the allegation involves serious misconduct (e.g. assault, sexual misconduct, dishonesty, misuse of drugs), the staff member may be suspended on full pay while the matter is investigated.
 - Where the Principal believes the complaint to be sufficiently serious that disciplinary action may be required, an Initial Investigation as part of the Disciplinary Procedure will be commenced.
5. In the case of a complaint against the Board or a member of the Board, Board policy, or an act of the Board, the Board will be informed and the matter investigated jointly by the Principal and Board Chair, unless they are themselves the subject of the complaint.
6. If the complaint is against the Principal, it should be addressed to the Board Chairperson, who will inform the Board and convene a sub-committee of two Board members to investigate and report back to the rest of the Board with their recommendations.
7. Legal advice may be sought at the discretion of the Principal or Board Chairperson. A mediation process may be followed if this is considered appropriate at any stage. .
8. All parties to a complaint will be given appropriate support during any inquiry.
9. The parties will be advised of the outcome of the investigation, and of any action which will be taken. If the complainant is not satisfied with the outcome, they can appeal in writing to the Board giving their reasons why the outcome is not acceptable to them. A sub-committee of two Board members will review the matter and make a final determination.

Date of last review	31 December 2014
Policy Area	NAG 6 (Legislation and Administration)
Related legislation	N/A