

INTRODUCTION

The Board of Trustees at Marist College is committed to promoting and maintaining an excellent teaching and learning environment and a safe and orderly school. Therefore, it will endeavour to ensure procedures are in place to deal with any complaint in an open, honest and just manner and according to the principles of natural justice.

PURPOSES

1. To ensure that there is a professional procedure for dealing with any complaint.
2. To make sure that parents / caregivers, students and staff know the appropriate avenues for lodging a complaint.
3. To ensure, through senior staff and middle managers, that problems and complaints are followed up as soon as possible and according to procedures.
4. To document any complaints and keep the details and outcomes on the appropriate file.
5. To involve all parties directly, wherever possible, through meeting, mediation or by telephone or letter so that communication and feedback is provided.

PROCEDURES

1. In the first instance, and for reasons of natural justice, a complaint should be made directly to the person concerned. If it is unresolved it should be referred to another person, for example, the Curriculum Leader, Dean, Student Counsellor Advocate, a member of the Senior Leadership Team, depending on the nature of the complaint. Information about how to contact the appropriate people will be published each year in the school diary and on the website.
2. All complaints will be treated seriously, sensitively and confidentially and every endeavour will be made by staff to find an acceptable/fair resolution.
3. In general, the school will involve each party in any hearing of a complaint so that it may be discussed openly and honestly.
4. Notes and details of complaints will be kept in a confidential file at the school. These will be accessible only to the parties directly involved.
5. Where the complaint remains unresolved or is serious, it will be referred to the Principal who may seek further assistance to reach a good resolution.
6. If the complaint is of a very serious nature, it will be referred through the Principal to the Board of Trustees.
7. If the complaint concerns the Principal it will be referred to the Chairperson of the Board of Trustees.

CONCLUSION

The Principal and staff will foster openness and honesty and seek to resolve any complaints fairly and justly while respecting the dignity of each person involved.