

**POLICY
NAG 3**

<p align="center">BLOMFIELD SPECIAL SCHOOL & RESOURCE CENTRE STAFF COMPLAINTS POLICY</p>

RATIONALE:

Clear procedures are needed by staff to express concerns or make complaints connected with the school.

PURPOSE:

To ensure that all staff complaints are resolved at the appropriate level and with respect to all involved. To ensure that complaints are processed in a manner that is just and fair to all concerned. To ensure that the school's professional standards will be maintained to the highest levels.

GUIDELINES:

1. All participants to the action of a complaint are to maintain confidentiality of information and documents.
2. At any time during this process the staff member should feel free to seek advice or representation from their union or other agents and will be advised of this right.
3. In most cases the first course of action for a staff member will be to discuss the matter of concern directly with the other party involved.
4. If the following occur the staff member should inform their Team Leader
 - A direct approach to a staff member is not effective
 - The staff member is dissatisfied with the explanation
 - The staff member is dissatisfied with the action/behaviour of the staff member
 - The reaction is considered to be inappropriate or the action continues
 - The staff member feels unable to discuss the matter directly with the other staff member.

In such events the Team Leader has a responsibility to investigate these concerns and to discuss with staff any changes in approach that may be necessary. This will involve consultation with the Principal and Senior Manager (Deputy Principal or Assistant Principal).

5. If the staff member still remains dissatisfied with the outcome of the above process s/he should then inform the Principal of the matter in writing, who will

investigate the matter. An appropriate investigation will take place. The Privacy Act will apply to the investigation. The Principal may seek professional advice at this stage or sooner.

6. If the staff member remains unsatisfied following steps taken by the Principal, s/he should write to the Chairperson of the Board of Trustees.
7. If the complaint concerns the Principal the staff member should write to the Board of Trustees via the Chairperson outlining their concerns.
8. The Board will request the person who is the subject of the complaint to provide a statement on the matter within five days.
9. This statement and letter of complaint will be tabled at a Board meeting with the public excluded. An appropriate investigation will take place. The Privacy Act will apply to the investigation. The Board will seek professional advice at this stage or sooner.
10. The staff member will be informed in writing of the measures and processes undertaken regarding the issue.

Approved by Board of Trustees 14 August 1995

Approved & Adopted by Board of Trustees 17th September 2015

Reviewed & Adopted by the Board of Trustees 23 May 2019