



# Heriot School

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## HERIOT SCHOOL CONCERNS POLICY

### Purpose

To ensure all concerns are treated fairly and that the community is aware of the procedures to follow.

### Guidelines

1. In all situations of concern the concern should be addressed to the person involved.
2. All concerns will be presented and responded to in a courteous, frank, discrete and honest manner.
3. All concerns are treated seriously and addressed.
4. Concerns will be addressed to the appropriate person (as per table below).
5. The Principal or BOT Chairperson may request concerns be put in writing and signed by the complainant if further action is required.
6. The Board of Trustees requires that all concerns be submitted in written form and must be signed with the correspondents name. The board will respect complainant's privacy when dealing with issues i.e. 'In Committee'.
7. The Principal and BOT Chairperson reserve the right to involve a third party who may be an independent arbitrator.
8. All concerns will follow the chart below.

**NB** Professional (teaching) concerns **SHOULD NOT** in the first instance go to any BOT member. If BOT members are approached with a concern they should explain the correct procedures that need to be taken.

Concerns by	Against	1 <sup>st</sup> Instance	2 <sup>nd</sup> Instance	3 <sup>rd</sup> Instance
<b>Parent/ Caregiver</b>	BOT/ BOT Member	BOT/ BOT Member	Principal or Chairperson or Vice Chairperson	
	Staff Member(s)	Staff Member(s)	Principal	Chairperson
	Principal	Principal	Chairperson	
<b>BOT/BOT Member</b>	BOT/ BOT Member	BOT/ BOT Member	Principal or Chairperson or Vice Chairperson	
	Staff Member(s)	Staff Member(s)	Principal	Chairperson
	Principal	Principal	Chairperson	
<b>Staff</b>	BOT/ BOT Member	BOT/ BOT Member	Principal	Chairperson
	Staff Member(s)	Staff Member(s)	Principal	Chairperson
	Principal	Principal	Chairperson	
<b>Principal</b>	BOT/ BOT Member	BOT/ BOT Member	Chairperson	
	Staff Member(s)	Staff Member(s)	Chairperson	
	Parent/ Caregiver	Parent/ Caregiver	Chairperson or Vice Chairperson	

Review schedule: Triennially

Concerns - Reviewed 3 July 2018

# Procedure For Dealing With Concerns and Complaints at Heriot School

