

# Governance Concerns and Complaints Policy

## Rationale:

To ensure there is a fair process that complainants can be heard, people who are subjects of complaints can be supported and complaints are used where possible to improve practice.

## Definitions:

**Concerns** are informal issues, not necessarily in writing that relate to any aspect of the functioning of the Association and its community. Concerns will not be accepted anonymously. The identity of the person raising the concern will be held in confidence if so requested as long as this does not; adversely affect the Association's ability to respond to the concern; or the ability of the teacher concerned to respond; or to maximize the potential quality improvements inherent in addressing the concern.

**Complaints** are statements about incident(s) that have not, for some reason, met expectations. Complaints must be made in writing and must identify the author.

## Policy:

Concerns and Complaints will be handled in accordance with:

- The Kindergarten Teachers, Head Teachers and Senior Teachers' Current Collective Employment Contract.
- Applicable employment law and regulations, including but not limited to, the Human Rights Act 1993, Parental Leave and Employment Protection Act 1987.

## Implementation:

Complaints and concerns will be handled in a way that:

- Enables concerns and complaints to be made when circumstances require it.
- Enables patterns and trends to be identified and remedied.
- Is timely and allows them to be addressed at the lowest appropriate level.
- Takes all reasonable action to satisfy the person raising the matter.
- Ensures all opportunities to improve services are maximised.
- Supports the person(s) who is/are the subject(s) of the concern or complaint to respond appropriately.
- Reduces the likelihood that further concerns or complaints will be made in future, or if they are, reduces their severity.
- Supports the person(s) who is/are the subject(s) to make the most of opportunities for professional development that are revealed by the concern or complaint.
- A flow chart will be developed for competence and misconduct procedures.

Concerns should be brought to the attention of the person directly involved, or if this is not feasible to the person next in seniority. For example, concerns regarding a teacher should be addressed with the teacher, or failing that, with the Head Teacher.

Complaints should be addressed to the person with responsibility for the applicable area of Association activity. For example, complaints about matters relating to kindergarten activities should be addressed to the Head Teacher or, failing that, to a Manager, Professional Practice. Complaints concerning Managers should be addressed to the General Manager.

Matters that form the basis of disciplinary action will be handled in accordance with the Disciplinary Procedures Policy.

Board Approved: May 2005  
Ratification Date:  
Review: Date: 2008