



Elizabeth College  
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## Elizabeth College

### Complaints and concerns internal procedures

The following procedure is to be used when individuals receive complaints or concerns from students, parents and staff about a member of staff.

All complaints and concerns should be resolved.

#### ***First action***

Try to resolve the problem at the first level by encouraging the people involved to talk to one another to sort out the concern or complaint. Often people are not aware that there is a problem and can easily resolve the situation. If this is not possible then adopt the following procedures.

#### ***Second action***

Inform the person complaining that under College procedures you must make a record of the complaint before you can act upon the concern, then: -

1. Pass the complaint/concern in writing onto the relevant supervising line manager requesting that a copy go to the staff member concerned and the relevant files of student and staff.
2. The senior person should meet with the staff member (giving a copy of the concern/complaint) and the complainant separately to obtain details of the concern. All parties should be advised that they can deal with the matter themselves, or they can have the support of another person of their choosing, or seek relevant union advice.
3. After this step, the senior person should establish a process to resolve the situation. It could simply be getting the two parties together to talk the concern out on their own. Or it could mean acting as a mediator between the two by allowing both parties the opportunity to hear each other; it could mean involving another party to mediate eg. Counsellors or other staff or person that both sides are happy to work with. It could involve someone from outside the college.
4. If the situation is not resolved a solution has to be reached. That would mean having the case dealt with under the DoE complaint procedure where the matter is brought to the attention of the Principal. Having a student drop a subject or leave the college because of their concern is not usually a satisfactory solution. However this may be an appropriate solution when the responsibility is with the student e.g. attendance/behaviour etc.
5. Check with each party as to the resolution. Make a record of the resolution. Provide opportunities for both parties to make any notes they wish. The record does not have to be elaborate, but the resolution must be documented and filed.

The object of this process is to defuse and come up with workable solutions. It is important to develop a culture where staff and students feel happy and confident to talk to one another before complaints arise.

Dianne Purnell  
Principal