

The Riverina Anglican College	Policy No. 26	
STAFF PERFORMANCE OR BEHAVIOUR - COMPLAINTS MADE BY PARENTS OR OUTSIDE PERSONNEL POLICY	Effective: May 2000 Revised: Feb 2005 Revised: March 2013	Page 1 of 1

Introduction

This policy document concerns the process of dealing with specific complaints made by parents or outside personnel concerning staff performance or behaviour. This policy does not cover complaints involving alleged mistreatment of students. These complaints should be resolved through the College's Child Protection Policy.

Policy

1. Complaints made by parents or outside personnel concerning staff performance or behaviour should be conveyed to the Principal.
2. The Principal should take a written record of the nature of the complaint and indicated a timeframe in which a response should be made.
3. The Principal, or the Principal's nominated representative, should arrange a formal interview with the staff member concerned. At this meeting the nature of the complaint should be clearly outlined but no immediate response should be expected from the staff member. Where appropriate the staff member should be cautioned against dealing directly with the complainant. This meeting should be formally noted as having taken place.
4. A second meeting should be convened to allow the staff member to reply to the specific complaints. This should be a written response that is discussed with the Principal or Principal's representative.
5. The Principal's response to the written statement will vary from case to case. Further evidence may be sought or witnesses interviewed. Disciplinary action may occur if the behaviour is deemed unsatisfactory or to be in breach of the staff member's contract. The staff member may be formally cautioned or warned. Counselling may be offered to assist the staff member in overcoming the source of the complaint.
6. The complaint may be deemed as being groundless or frivolous in which case no further action should be taken. The response should be formally documented.
7. The complainant should be informed of the College's response to the complaints.