

Pembroke School Board of Trustees Policy Concerns and Complaints



Purpose

To provide avenues and procedures for receiving and handling concerns and complaints that:

- (A) promote good communications and relationships.
- (B) ensure fairness, accuracy and balanced input among those involved.
- (C) give priority to achieving solutions as soon as practically possible.
- (D) have follow-up actions to review the effectiveness of agreed outcomes.

Objectives

1 INFORMAL LEVEL OF PROBLEM SOLVING

Every effort is made to resolve problems at an informal level, through two-way discussion between the parties concerned.

2 FOUR STEP PROBLEM SOLVING METHOD

When resolution is not achieved at an informal level, a four-step problem solving METHOD is adopted at every point of reference (Teacher Principal Board):

A written record is kept in summary form for problems that cannot be resolved at the informal level. The record describes the problem, the actions to be taken, and the review outcomes.

- (i) There is discussion between the parties concerned to describe and reach agreement on the nature of the problem.
- (ii) The actions needed to address the problem are agreed upon, those responsible for taking action are identified, and a time-frame is set for the action. A date is agreed for all concerned to jointly review the effectiveness of the action, and to decide on any necessary follow-on actions.
- (iii) The problem-solving actions are put in place by those responsible.
- (iv) All concerned meet to review the effectiveness of the action. (ii), above

3 THREE STAGES OF REFERRAL

• 1ST STAGE: TEACHER

When the concern or complaint relates to a particular student or classroom, the initial contact is with the teacher concerned. Teachers keep the Principal informed of parent concerns or complaints, and the agreed actions to resolve them.

• 2ND STAGE: PRINCIPAL

When the problem has not been satisfactorily resolved within an agreed time-frame, the matter is referred to the Principal in writing.

• 3RD STAGE: BOARD OF TRUSTEES

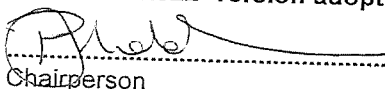
If the problem is not resolved after reference to the Principal, the matter is referred in writing to the Board. These are dealt with in committee.

Effectiveness Self-Review

1 This policy will be reviewed in accordance with the Board's triennial programme of self-review, and the review report will be available to members of the school community after it has been approved by the Board.

2 The review will be conducted in the form of a Board, parents, staff survey, using the objectives listed above as the criteria for determining effectiveness of the policy in action.

November 2022 version adopted


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Chairperson

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Principal

29/11/2022

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Date