



# COMPLAINTS & GRIEVANCE POLICY

## Document Control

Version Number	Approval Date	Approved By	Review Date
1.0	February 2014	Principal	February 2015
2.0	November 2014		November 2015

## 1.0 Overview

Quinns Baptist College is a community and as such, there will be times when parents will wish to make suggestions, may have a complaint or raise a concern that needs addressing. Quinns Baptist College takes these issues seriously and welcomes such feedback. The Complaints System is outlined briefly below to assist families should such a need occur. Please remember it is our policy that we wish to deal with issues sooner rather than later.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

Quinns Baptist College wishes to ensure that:

- Parents have an understanding of how to make a complaint should the need or situation arise
- Quinns Baptist College responds within a reasonable time frame and in a courteous and efficient manner
- Parents understand that they are listened to and that complaints are viewed seriously
- Action is taken where appropriate

### ***“How should I complain?”***

When you contact the College, please be as clear as possible about what is troubling you.

Staff members at the College will be happy to help. It may be best to start with the person most closely concerned with the issue – for example, the relevant class teacher. They may be able to sort things out quickly, with little fuss. A phone call is the quickest means of contact or a letter is also appropriate. However you may feel the issue needs to go to a senior staff member such as the Principal.

### ***“I don’t want to complain as such, but there is something bothering me.”***

Quinns Baptist College staff are working towards the same purpose as yourself – the education and well-being of your child. Staff want to hear your views and ideas. Contact a staff member, as above.

### ***“I am not sure whether to complain or not.”***

If you have a concern, as a parent you are entitled to raise it with the College. If in doubt, remember we are here to help. Sometimes it is reassuring just to talk your concerns through with someone.

### ***“What will happen next?”***

If you raise something on the phone or in person, it may be resolved immediately and to your satisfaction.

If you forward a complaint or suggestion in writing, the College will contact you within 5 working days to respond to your concerns and explain how the matter will proceed. In many cases the person will need to discuss the matter with a colleague and will consider it further before responding. You will be given a date by which time you will be given a response. If a detailed explanation of the issue is needed, a letter or report will be sent to you as quickly as possible. This letter will inform you of the outcome of the complaint. It will explain the conclusion, the reasons for it and any action taken or proposed.

***“What happens about confidentiality?”***

Your complaint or concern will be treated as confidential and treated with respect. Knowledge of the issue will remain limited to the Principal and to those directly involved. The Chairman of the College Board may also need to be informed in some matters. It is a College policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the College aware of a complaint and possibly also the identities of those involved. This would only happen in a case where the child's safety is at risk or where it became necessary to refer a matter to the police. As a parent, you would be fully informed.

***“What if I am not satisfied with the outcome?”***

We hope that you are satisfied with the outcome, or at least your concerns have been heard and fully considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chairman of the College Board. Alternatively you may wish to write directly to the Chairperson. The Chairperson will call for a full report from the Principal and will examine matters thoroughly within the Board before responding. The decision of the Board will be conveyed to you.

If the complaint is about the Principal, you are welcome to ring or write to the Principal. If you find that too difficult you can write directly to the Chairperson of the Board and address the letter as confidential. The Chairperson will acknowledge the letter and seek to resolve the problem through the Board. The Chairperson will then get in touch with you as soon as possible.

Should you wish to discuss any aspect of this Complaints Procedure, please do not hesitate to contact the College.

## 2.0 Complaints Procedure for Students

If there are matters that you feel ought to be brought to the attention of the College, whether a complaint or a suggestion, we would like to have the opportunity to discuss it with you. The following are the steps to take should you wish to discuss matters relating to the College.

### ***How do I make a complaint?***

- By talking about it – or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group, or through your parents.

### ***To Whom?***

- To anyone on staff.

### ***Does it matter what the issue is?***

- No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

### ***What will happen next?***

- If possible the staff member will deal with it in person. If not s/he will go on your behalf to someone who can help.

### ***Do others have to know?***

- If you are worried about confidentiality, tell the staff – they will understand.

**Even if you find the issue hurtful or embarrassing, don't worry – it will only be discussed by staff who can help you.**

### 3.0 Lines of Approach

At Quinns Baptist College we do not mind who a complainant may wish to convey a grievance to, however, it is essential that the information is passed on and dealt with appropriately.

#### Teacher or Staff Member

For a matter relating to classroom issues it is most efficient to speak directly with the Class Teacher to resolve the matter. The Class Teacher must pass on the information to the relevant senior staff or Admin. If in doubt, think about who the complaint is most relevant to i.e. it is curriculum, administrative or pastoral? Staff are not encouraged to keep a complaint to themselves but rather utilize the support of the Senior Staff.

#### Year Coordinators

For matters relating to the wellbeing of a student, The Year Coordinator can be approached to raise the matter with the College. They will then involve the relevant staff in resolving the matter. Year Coordinators keep their own records of parent contact where complaints can be noted. Year Coordinators are encouraged to share complaints with Administration and with the College Counsellor if it is felt that support for the complainant or Staff may be needed. In the case of administrative or pastoral issues the Deputy Administration should be fully informed and involved in potential solutions and feedback.

#### Heads of Departments

For grievances relating to Academic Concerns, Parents/ Students are encouraged to speak with the Head of Department. Heads of Department will then discuss the matter with relevant staff. Head of Departments are encouraged to share complaints with Administration. Particularly in the case of curriculum issues the Deputy Curriculum should be fully informed and involved in potential solutions or feedback.

#### Deputies (Administration and Curriculum)

Deputies are encouraged to share complaints with the Principal of the College. In the action of a serious allegation the Principal should be involved in the process of sourcing solutions and or feedback.

#### Principal

The Principal is obliged to convey serious complaints to the College Board and ensure that the Chairman of the Board and Principal's Executive is aware of ongoing serious matters in the College.

## **QBC COMPLAINTS/GRIEVANCE PROCEDURE**

A MEMBER OF THE COMMUNITY  
HAS A CONCERN/ENQUIRY OR  
GRIEVANCE

MAKE AN APPOINTMENT TO  
SPEAK WITH THE CLASS  
TEACHER IN THE FIRST  
INSTANCE FOR ANY LEARNING  
RELATED MATTERS, OR THE  
YEAR COORDINATOR FOR  
PASTORAL CARE CONCERNS.

IF THE MATTER IS UNRESOLVED  
THE MATTER WILL BE  
REFERRED TO THE HEAD OF  
DEPARTMENT FOR A LEARNING  
RELATED MATTERS

IF EITHER PARTY CONTINUES TO BE CONCERNED OR  
HAVE UNRESLOVED QUERIES, MAKE APPOINTMENT  
TO SEE THE DEPUTY OF ADMINISTRATION  
(PASTORAL CARE) OR DEPUTY OF CURRICULUM  
(ACADEMIC CONCERNS)

IF EITHER PARTY CONTINUES TO  
BE CONCERNED, THE MATTER IS  
REFERRED TO THE PRINCIPAL

IF EITHER PARTY CONTINUES TO  
BE CONCERNED, THE MATTER IS  
REFERRED TO THE BOARD OF  
MANAGEMENT BY WRITTEN  
CORRESPONDENCE THROUGH  
THE COLLEGE OFFICE