



## **BOARD OF TRUSTEES POLICY MANUAL**

---

### **COMPLAINTS (3.25)**

#### **Rationale**

To ensure a high standard of professionalism commensurate with the College's Christian Special Character and to ensure persons with a complaint are aware of the appropriate action.

#### **Policy Statement**

Bethlehem College will:

1. Ensure the timely and appropriate investigation of complaints made to the College by parents, staff or other members of the community.
2. Provide a prompt and appropriate response to complainants.
3. Protect and enhance the College's reputation by taking complaints seriously and dealing with them in a fair and open manner.

#### **Biblical Principles**

The Biblical standard requires that we deal with disputes or differences in an open and honest manner, exercising care to preserve relationships, grace, forgiveness and Christian love.

John 14:34,35 "A new command I give you: Love one another. As I have loved you, so you must love one another. By this everyone will know that you are my disciples, if you love one another." We also have an obligation to try and resolve disputes directly.

Matthew 18:15 "If a fellow believer hurts you, go and tell him; work it out between the two of you. If he listens, you've made a friend." (The Message)

#### **Guidelines**

1. Parents, caregivers, students and colleagues are encouraged to raise any issues with the staff member concerned in a reasonable and appropriate manner.
2. If a direct approach by the offended party has not resulted in a satisfactory resolution, the complaint should be addressed to the appropriate Senior Manager or Head of Department.
3. If the complainant is still unsatisfied, the complaint can be addressed in writing to the Principal who shall ensure that received complaints concerning actions of staff or students are investigated.
4. Complaints regarding the Principal or a Board member should be addressed to the Board Chairperson for investigation and response.
5. Complaints regarding the Board Chairperson should be referred to the Deputy Board Chairperson who will convene a sub-committee of the Board of Trustees.

Policy Number : 3.25	Last Reviewed: March 2011	Next Review Due: March 2014
----------------------	---------------------------	-----------------------------

6. Anonymous complaints will not be investigated unless the safety or wellbeing of staff or students is an issue.
7. Staff who are the subject of complaints will be offered support.
8. A report on or a copy of the complaint is to be made available to those implicated. In some circumstances it may be appropriate to withhold the identity of the complainant. Those implicated are asked to provide a written report for the Principal, Board Chairperson or Board sub-committee who will subsequently discuss the matter with them.
9. A telephone or written response to the complainant will be given as soon as practicable.
10. The Principal will advise the Board Chairperson of any serious complaint which may impact on the College's reputation or the welfare of any member of the College community.
11. Disciplinary matters concerning staff or students will be dealt with under the appropriate legal processes.
12. This policy must be communicated to the college community annually as well as being published on the College website.

Policy Number : 3.25	Last Reviewed: March 2011	Next Review Due: March 2014
----------------------	---------------------------	-----------------------------