



## **COMPLAINTS PROCEDURE**

- The initial interaction phase should follow the NVC protocol.
- Any complaints will be logged initially, either on an Events Sheet, School Council Minutes, or in the form of a letter and then kept in a separate file and other documents added, as necessary, until a resolution.
- Once there is resolution, the involved parties will be notified and the file logged in the confidential cabinet.
- Complaints involving Staff will be dealt with along the Grievance Procedure guidelines, and may ultimately involve the Trustees.
- Staff may be represented or supported by anyone of their choosing at any panel formed to discuss a complaint. One of the Lead Team is responsible for the organisation of such a panel for Staff.
- Students may be represented or supported by anyone of their choosing at any panel formed to discuss a complaint. One of the Lead Team is responsible for the organisation of such a panel for Students.
- Parents or people with parental responsibility, etc. may be represented or supported by anyone of their choosing at any panel formed to discuss a complaint. The Chair of Trustees will organise such a panel which will comprise a minimum of 1 Trustee, 1 independent member and 1 other.
- Once the complaint has been received, it is discussed informally and information passed on and backwards to facilitate a resolution. If there is no resolution, the complainant will be encouraged to put their complaint in writing and it will pass through the same protocol as the informal route, but, possibly, with Trustees or outside agency involvement.
- The complainant, and any associates, will be invited to meet with any of the GOSS groups to put their complaint in person. (For the Council this will be at their discretion.)
- Council will not debate any financial matters except fund raising.
- Any action or resolution of an informal or written complaint will be notified to all interested parties.

Review Date: April 2010