



## **Policy**

### **Complaints**

#### **Purpose**

To provide a procedure for concerns and complaints to be processed in a manner just and fair to all concerned.

#### **Procedure**

- All complaints will be made in writing to the Principal.
- Complaints about the Principal will be made in writing to the Board Chairperson.
- All complaints will be dealt with in terms of the relevant collective agreement and after consideration of the procedures set out in the STA Handbook: 18410 – 18950.
- A register of complaints will be kept by the school secretary.
- Complaints will be dealt with in a timely manner

**RATIFIED:** 02 August 2007

**REVIEWED:**