

MARIAN COLLEGE CONCERNS AND COMPLAINTS PROCEDURE

Ref: Complaints Policy – guidelines a) and b)

1 If a **student** has a complaint against another student or against a teacher they should first try to talk with that person and come to an agreement.

If an agreement is not possible then the student should speak with the dean. They will advise the student so that a resolution to the problem is determined.

2 If a **parent** has a complaint against a student or against a teacher they should first try to talk with that person and come to an agreement. If an agreement is not possible the parent should contact the dean of their daughter. The dean will advise the parent so that a resolution is made possible. If a resolution is not possible then the dean will refer the problem to the principal. If the parent is not satisfied with the efforts of the principal then they should contact the chairperson of the board of trustees.

The underlying principle of complaint resolution at the college is to ensure that the parties are speaking to each other and in an atmosphere of mediation and counselling that will ensure a resolution. The involvement of a mediator is important and that person will usually be the dean or the principal.

Complaints of sexual harassment and bullying by a student or a member of the college staff will be dealt with as per the procedures set out in the appropriate procedure and the guidance counsellor will be involved in this process.

3 The **final** level of complaint is in writing to the board through the board chairperson.

This procedure will be published twice each year in the school newsletter to parents and placed on the school website.

Approved by the senior leadership team: 10 August 2009

Signed by the principal: 10 August 2009