



COMMUNICATION & COMPLAINTS POLICY

RATIONALE

The Board recognises the importance of maintaining communication with all students, parents & caregivers, and the wider community.

PURPOSE

The purpose of this policy is:

- To provide all students, parents & caregivers, and the wider community with a clear procedure for communication or lodging a complaint with the school.
- To provide the Board with a clear process to follow.

PROCEDURE

1. Initial contact should be made by ringing the school office either to make an appointment or to speak directly to the appropriate staff member.
2. The school has a policy of returning calls within 24 hours of the initial contact.
3. If the parent or caregiver, or a member of the wider community, wishes to speak to someone about a student's general well-being or progress, contact should be with the Dean of the level.
4. If the communication is regarding a subject, the first point of contact should be the teacher or HOD of that subject area.
5. If the communication is for the purpose of conveying a complaint the first point of contact should be with the appropriate Dean, or the HOD.
6. If the matter is regarded as serious, contact should be made with a Deputy Principal or the Principal.
7. If, in respect of a complaint, contact with a Dean or HOD has not resulted in a satisfactory outcome then a Deputy Principal or the Principal should be contacted.
8. Should contact with the Principal not resolve an issue to the satisfaction of the complainant, then the matter should be raised with the Board of Trustees through the Chairperson.
9. When a complaint is received, it should be appropriately investigated, a decision made as to any action which may be necessary, and the result of the investigation and subsequent action communicated to the parties involved.
10. If the complaint is regarding an employee of the Board, then the procedures stipulated in that person's employment contract may take effect.

Adopted by the Wesley College Board of Trustees on 11 August 2005.

This policy will be reviewed on or before the August 2008 Board of Trustees meeting.

E. Laurenson
Chairperson

11 August 2005

Date