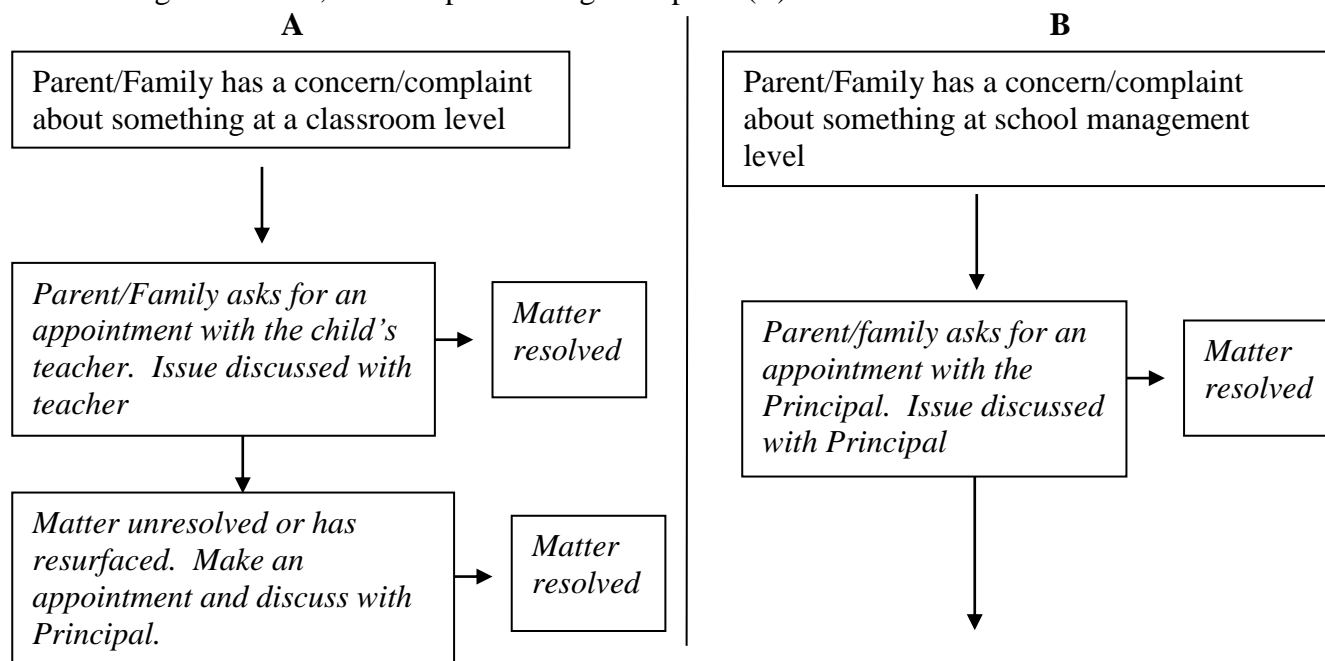




## BATHGATE PARK SCHOOL Concerns/Complaints Procedure

**Note:** If the concern/complaint is of a classroom nature, the process begins at point (A). If it is at a school/management level, then the process begins at point (B).



*Matter unresolved. Concern/Complaint put in writing and addressed to Chairperson Board of Trustees.*

*Letter of Concern/complaint is acknowledged by chairperson or secretary and the complainant advised of the next steps in the Board process. The letter becomes part of the correspondence to be dealt with at next Board meeting while the public is excluded (i.e. "in committee")*

*(Public excluded) Letter is tabled at meeting and referred to relevant parties for reporting back to the Board. The Board decides whether to deal with the matter as a whole, or to appoint a committee to investigate and recommend to the Board.*

*(Public excluded) At a meeting of the Board/committee the reports are received and the parties may be invited to speak to their concern/complaint or answer questions. The Board/committee considers the evidence and/or information and comes to a decision or recommendation*

*(Public excluded) Depending on the delegated powers of the committee, either they or the Board as a whole come to a resolution as to how the Board will respond and/or what action will be taken.*

*The board's response is communicated to the parties of the concern/complaint. This may be either publicly or confidentially depending on the case.*

*Any of the parties may request the board to reconsider its decision – however normally for such a reconsideration to take place new information that would have been relevant to the Board's decision needs to be included in the request.*