

# ST PETER'S TRUST BOARD POLICY

## Complaints

Date: August 2020

### PURPOSE

St Peter's Cambridge, is committed to sustaining a positive learning environment in which students work and live constructively together. This Complaints Policy is in place to provide clear guidelines to manage and resolve complaints that are made and to ensure good communication and a fair resolution process.

### SCOPE

The Complaints Policy applies to all employees, house assistants, students, parents/guardians, contractors and other stakeholders at St Peter's Cambridge and in particular those who have made a complaint or received a complaint made against them.

### POLICY

A complaint or dispute is defined as a challenge over a specific set of facts where an investigation is required to determine what the facts are and to find an acceptable outcome. A complaint may come from a variety of different avenues and in order to ensure consistency, St Peter's Cambridge will manage any complaint according to the Complaints Policy.

All complaints are to be acted upon promptly and the action taken will be reported back to the complainant.

All complaints are to be in writing with contact details of the complainant, addressed to the Executive Principal and/or Board Secretary, before they can be actioned. Anonymous complaints will be assessed as to whether or not they warrant any investigation depending on the seriousness of the complaint.

### GUIDELINES

1. Complaints against staff or students will be investigated by the Executive Principal or Campus Principal. They may delegate this task to another staff member. The Executive Principal or Campus Principal has discretion to resolve the complaint as they consider appropriate.
2. Complaints against members of the Senior Management Team will be investigated by the Executive Principal who may delegate this task to the Campus Principal. The Executive Principal has discretion to resolve the complaint.
3. Complaints against the Executive Principal will be investigated by the Chairperson of the Board, who shall have discretion to resolve the complaint. The Chairperson may also delegate this task to a subcommittee of the Board.
4. Complaints against members of the Board, or the full Board, shall be investigated by the Chairperson of the Board, who shall have discretion to resolve the complaint as they consider appropriate. The Chairperson may also delegate this task to a subcommittee of the Board. Complaints against the Chairperson are to be investigated by a subcommittee of the Board.

5. The Executive Principal, Chairperson of the Board, or Board, may also appoint an external person to undertake investigations, or resolve complaints, in appropriate circumstances.
6. Any person investigating a complaint must ensure that they are not in a position of conflict or perceived conflict in relation to the complaint. In cases of conflict, the complaint will be investigated by the next appropriate person.
7. Any party unhappy with the investigation, or resolution, of a complaint by the Campus Principal, may complain to the Principal.
8. Any party unhappy with the investigation, or resolution, of a complaint by the Executive Principal, may complain to the Chairperson of the Board.
9. Any party unhappy with the investigation, or resolution, of a complaint by the Chairperson, may complain to the Board and request a mediation. The decision of the Board shall be final.
10. Complaints received by school personnel or any member of the Board shall be forwarded to the Executive Principal or to the Chairperson of the Board as soon as possible.
11. All complaints shall be recorded in a complaints register to be maintained by the Executive Principal's Executive Assistant and kept confidential to the Board.
12. The Executive Principal, or the Board, shall have the authority to suspend staff (with or without pay) during the course of an investigation, or where the health and safety of that staff member, a student, or other staff member, warrants the suspension.

**Chairperson:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Next Review Date:** August 2023