

MT CARMEL SCHOOL

**POLICY – COMPLAINTS/CONCERNS**

*As a Catholic School this policy reflects our commitment  
to live and teach the values of Jesus Christ*

**RATIONALE**

The Board of Trustees has the responsibility to ensure that concerns, complaints and disciplinary action are handled correctly and responsibly.

**GUIDELINES**

The Board must ensure that adequate procedures are put in place for complaints or concerns to be dealt with.

As State Sector employers, the Board of Trustees should provide fair treatment to employees that:

- Is protective of teachers' good names and professional standing.
- Maintains a school climate within which teachers can work confidently.
- Ensure appropriate action is taken to resolve concerns.

In the event of a written complaint or concern to the B.O.T. raised by parents or staff, the B.O.T. must give consideration to all parties and endeavour to take a fair and balanced view.

Confidentiality should be maintained.