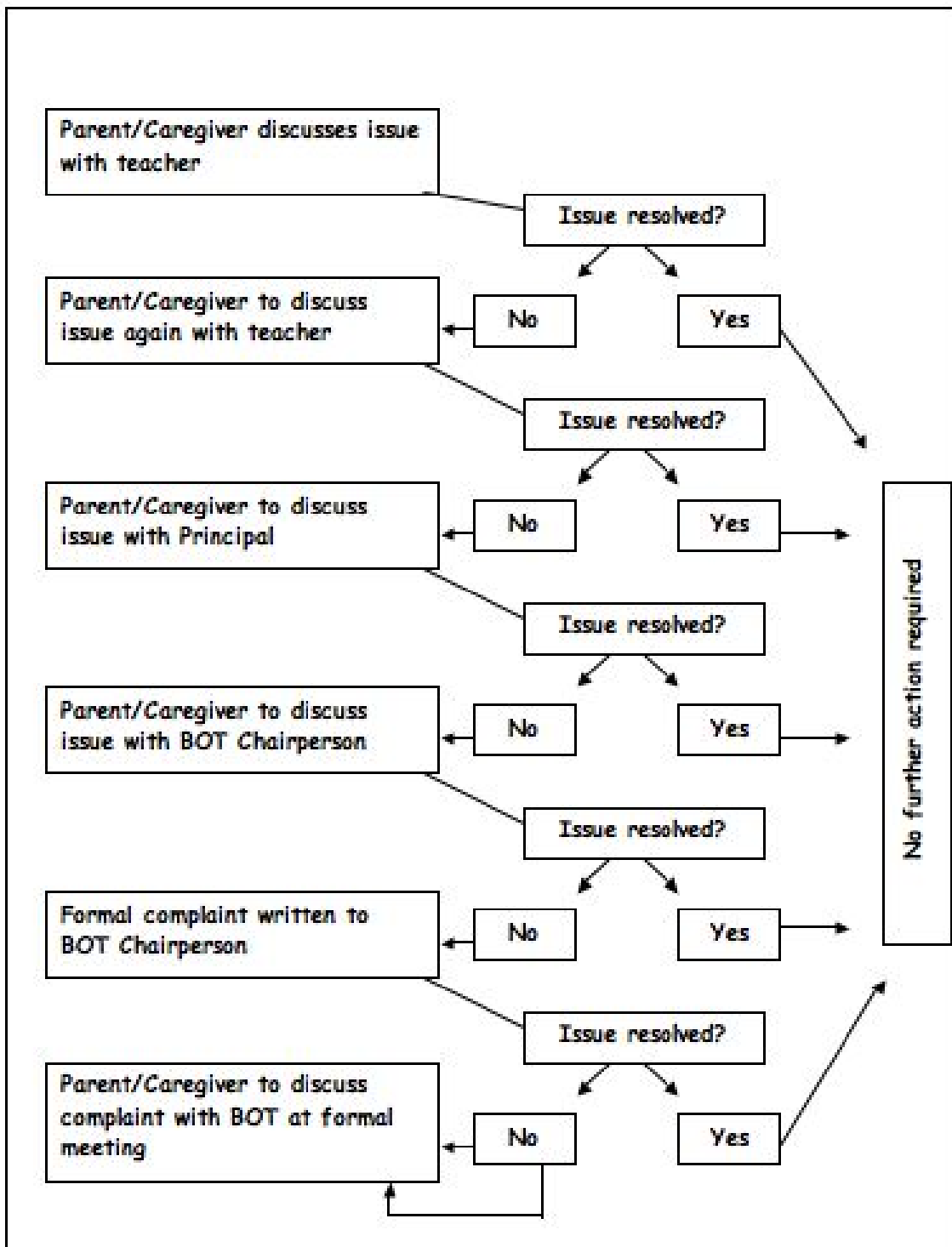




BOT COMPLAINTS POLICY

NATIONAL ADMINISTRATION GUIDELINE 6: LEGISLATION

Review Date: February 2016



BOT COMPLAINTS PROCEDURE

Please note the following

1. The Complaints Procedure is there to ensure that issues are addressed correctly.
2. Initial contact in person is preferred to ensure best possible outcome, i.e. please contact the staff member involved.
3. To solve some issues may take more than one contact with the person/s involved.
4. Staff may confirm an appointment, but will not resolve any issues via e-mail.
5. Please ensure that the issue at hand is the point of discussion with the staff member, principal or BOT.
6. Staff are available for appointments/discussions from 08:30 - 8:45 a.m. and 3:00 – 4:00 p.m. during weekdays only. No appointments will be made during class contact time or while the teacher is on duty.
7. The quickest way to solve an issue is to address it *immediately* by following the Complaints Procedure.
8. Should a parent/caregiver wish to discuss an issue at a BOT meeting, please ensure that the BOT Chairperson is informed in writing a week prior to the meeting. This contact can be made through the primary school.



Andrew Gordon – BOT Chairperson

February 2016