



Staff Complaints Procedure

Rationale/Purpose

In dealing with complaints from staff, we will be consistent in terms of fairness and procedures. We believe staff should feel able to forward any concerns, and be assured that their issues are acknowledged and dealt with.

Statement/Objective:

Staff are able to approach and express their concerns and complaints in a biblical manner.

We are required to follow the biblical principles set in Matthew 18 v15.

Procedure

- All concerns should be discussed between yourself and the person directly. If an agreement is reached, this should be confidential between the two of you.
- If an agreement cannot be reached please discuss any concerns together with the Principal Teacher or Licensee.
- Were the complaint does not involve another person, please feel free to discuss with the Licensee/Principal Teacher.
- If you are not satisfied after these discussions, please put your concerns in writing.
- Documentation relevant to the issue at hand will be gathered and accurately recorded by the Licensee/Principal Teacher.
- Advice will be sought before responding to the complaint.
- Issues will be addressed in writing as soon as practically possible.
- A formal discussion will take place with the Licensee and or Principal Teacher and the complainant. Necessary action will be taken if valid.
- Total confidentiality will be maintained throughout by Licensee, Principal Teacher and complainant.
- If you are still unsatisfied please address your complaint to the Trustees.
- Anonymous complaints will not be actioned.

Lines of Responsibility:

Licensee and Principal Teacher

Links to Other Documentation:

Signed:

Responsibility for Review: Principal Teacher