

Agapé Christian Preschool

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 to the Licensee and or Principal Teacher.

Procedure

- Complaints will be received in writing only, and should be directed to the Licensee or the Principal Teacher. They will be acknowledged verbally on acceptance.
- 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.
- Anonymous complaints will not be actioned.

Lines of Responsibility:

Licensee and Principal Teacher

Links to Other Documentation:

Date: 15 July 2007

Review Date: August 2008

Signed:

Responsibility for Review: Principal Teacher