

Handling Parent Complaints Regarding Members of Staff Policy.

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In circumstances where parents have made a formal complaint in writing regarding the behaviour of a member of staff. The following action needs to be taken.

The parent making the complaint needs to have spoken to the staff member to try to have the issue resolved.

If the member of staff's response is unacceptable to the parent a written complaint can then be submitted to a member of the committee.

All written complaints are then discussed in closed business of a committee meeting where members can then decide what action if any needs to be taken.

If action is required the following procedure needs to be followed.

1/ A meeting needs to take place with the staff member in question and the parent teacher representative on the committee or a committee director with the objective to make the staff member aware of the issues relating to their behaviour.

A clear Action Plan then must be discussed to prevent the issue from occurring again. The Action plan is then put in writing and signed by a director of committee and the staff member with a review date set to monitor progress. This to ensure agreement on actions is achieved between all parties. Offers of professional development and specialised advice should be discussed.

2/ If after an action plan has been in place and further parent complaints are received relating to the outstanding issue another meeting with a director of the committee, staff member and a member of the AEU at the employees request. A further attempt must be made to ensure the staff member is aware of the consequences of their behaviour and if failing to comply with recommended actions the Disciplinary Procedure (10.4) in KPV policy process will be put in place.