

John Paul College Policy

LEVEL 1: INITIAL CONCERNS/COMPLAINTS

POLICY AND PROCEDURE

RATIONALE:

To encourage people to take responsibility for themselves and their actions and resolve conflict situations. This is to be done through effective conflict resolution skills: anger management, good communication, logical and lateral thinking and negotiation skills. Most complaints should be dealt with at this level through immediate and proactive action on the problem. If necessary the DP Human Resources is available to mediate between the parties.

PURPOSE:

1. To ensure complaints are responded to in a timely fashion and resolved co-operatively at an early stage.
2. To provide a fair and just means of resolution.

NOTE: Where the complaint is of "serious misconduct" then it should be dealt with as a formal complaint, put in writing and Level 2: Formal Complaints on Competency, Conduct and Discipline Policy followed.

GUIDELINES:

Step 1: The parties to the complaint/ concern/ issue attempt to resolve the problem themselves by the complainant approaching the person concerned. In the case of parents they are encouraged to discuss concerns regarding their child's education directly with the member of staff involved.

Step 2: Where this does not result in resolution or is inappropriate the complaint is made to the person who is seen as most able to resolve it:

