Mont21Hub

Complaint Procedure

Author	Michael Garrett
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Introduction

At Mont21hub we take every concern seriously and we always endeavour to resolve the problem informally with a high level of empathy and professionalism.

It is in everyone's interest that concerns are resolved at the earliest possible time. The experience of the first contact with the school can be crucial in determining whether the concern will escalate to an informal or formal complaint.

In the event that a concern cannot be easily resolved amicably, the following procedure will be adopted.

Procedure

Stage 1 (informal): Verbal Complaint to Staff Member.

The recipient of the complaint will respect the views of the complainant and to treat this objectively and impartially.

In the event the complainant has difficulty in discussing the issue which a particular member of staff, the recipient will refer this to the Head of Community.

Similarly, if the member of staff directly involved feels too compromised to deal with a complaint, he/she will also refer this to the Head of Community.

It is essential that the staff member makes every attempt to achieve a satisfaction resolution including next steps and timeline.

The incident will be referred to the Complaint Coordinator.

Stage 2 (formal): Complaint to the Head of Community

In the event that the complaint is escalated due to either one of the above situations **or** is received either verbally or in writing directly to the school **or** the complainant is dissatisfied with the absence of a resolution **or** how this has been dealt with by the staff member, the following steps will be taken by the Head of Community.

It should be noted that at this point, the complainant may also be dissatisfied with the way the complaint was handled at Stage 1 as well as pursuing their initial complaint.

- Notify the Complaint Coordinator.
- Acknowledge receipt of complaint within 24 hours if received during normal school times or by the next working day if received over the weekend or during the holidays.
- Exact details of the issue/s are obtained including a telephone call to the aggrieved party if required, stating that this is currently being investigation.
- Establish the background to the complaint including the collation of all relevant information, interviews with members of staff and/or external sources etc. This task maybe delegated to another member of staff.
- Reach a considered decision, resolution proposal, next steps and timeline.
- Arrange an in-person or virtual meeting with the complainant to obtain agreement no later than 3 days after initial acknowledgement.
- Offer escalation to Stage 3 if complainant remains dissatisfied.

<u>Stage 3 (formal): Complaint to the Proprietor</u>

If the complainant is not satisfied with the decision of the Head of Community or a complaint is about the Head of Community, the complainant should write to the Proprietor requesting that their complaint is investigated and considered further.

The same steps will be taken as for Stage 2.

<u>Stage 4 (formal): Complaint Escalated to the Advisory Group</u>

If the complainant remains dissatisfied with the Proprietors decision, this will be heard by three members of the advisory group who are not involved with the daily operation of the school. Their decision will be final. Parents/guardians will be entitled to be accompanied by another person.

All serious incidents which might give raise to criminal prosecution or an insurance claim, these must be referred directly to the proprietor for his immediate attention.

Records and Evaluation

All stage 1, 2 and 3 complaints will be immediately referred to the designated Complaint Coordinator who will enter details, including persons involved and resolutions in the SIS and who will ensure deadlines are met. This record will be evaluated by the proprietor termly who will take any necessary action to prevent reoccurrence in the future.

Complaint Coordinator: Michael Garrett