

## CONCERNS / COMPLAINTS POLICY – NAG 3

### PURPOSE

#### To provide a framework for the satisfactory resolution of concerns / complaints.

### GUIDELINES

1. Concerns / Complaints will be dealt with according to approved procedures
2. The attached flowchart outlines the procedures to be followed.

##### POLICY REVIEW

This policy will be reviewed annually by the board in accordance with its self-review programme.

The review will be conducted using the guidelines listed above as the criteria for determining the effectiveness of the policy in action.

The Board’s Self Review Report will be available to the staff and school community in the Board of Trustees’ minutes.

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Chairperson Date