

COMPLAINTS

Purpose

- To provide clear guidelines on procedures for making complaints about school staff, the Principal, Board of Trustee members, pupils or parents/ caregivers.

Guidelines

1. All complaints

- a. All complaints are to be resolved through open lines of communication to the benefit of all parties concerned.
- b. All complaints will be handled in a confidential manner - the Privacy Act will apply to all the investigations.
- c. The Principal will ensure all complaints by staff, student and parents / caregivers are addressed.
- d. The BoT chairperson will ensure all complaints made to the BoT are addressed.

2. Complaints about Staff

- a. In most cases, the first course of action for a parent/caregiver should be to discuss a matter of concern directly with the staff member involved.
- b. If the complaint to the staff member is not resolved, the complaint can be made in writing to the Principal.
- c. If necessary, a conference with the parent, teacher, syndicate leaders, DP, support personnel and the Principal will be arranged.
- d. If there is still dissatisfaction after these procedures have been followed, the complaint should be put in writing to the Board of Trustees and the Resolution Procedure below will be followed.
- e. Complaints against staff should proceed in accordance with Complaints and Discipline Procedures in the relevant employment agreements.
- f. Complaints about non-teaching staff will be directed to the Principal.

3. Complaints about the Principal

- a. All complaints must be taken initially to the Principal in writing.
- b. If the complaint to the Principal is not resolved, the complaint is to be made in writing and submitted to the Board of Trustees Chairperson.
- c. The 'Resolution Procedure' below will be followed.

4. Complaints about the Board of Trustees

- a. All complaints about the Board of Trustees, as a body or individuals, are to be made in writing and submitted to the Board via the Principal, board Chairperson or Secretary.
- b. The complaint will be dealt with by the Board involving STA, NZEI and The Ministry of Education where deemed necessary.

5. Complaints about pupils

- a. People other than the child's own parents/ caregivers or staff must not confront students.
- b. Complaints about students must be made to staff.
- c. If the complaint is not resolved satisfactorily through discussion with the staff concerned or syndicate leader, it is to be referred to the Principal in writing.
- d. The Principal will deal with each complaint according to the circumstances and in accordance with the school's behaviour management policy.
- e. If necessary, a conference with the parent, teacher, syndicate leaders, DP, support personnel and the Principal will be arranged.

6. Complaints by Pupils

- a. The Principal, Deputy Principal or Syndicate Leader will deal with each complaint according to the circumstances.

7. Complaints by Staff member against other Staff

- a. All complaints of this type are to be dealt with by the Principal taking into account any procedures in Collective Contracts.

8. Complaint about parents

- a. The Principal will deal with all complaint about parents. For the complaint to be considered the alleged action must have taken place in the school environment (Either at school or at a school field trip or function) and must be made in writing.
- b. The Board will be kept fully informed of the situation. Full documentation will be recorded. If unresolved special BoT meeting will be called.
- c. If the situation involves a breach of any law, or is deem necessary, the Chairperson of the BoT will be notified immediately and a recommendation made to the parties concerned to contact the police, or their personal legal representative.
- d. The Principal will initiate discussion and negotiation between the parties if requested to do so.

9. Resolution Procedure for complaints to the Board of Trustees

- a. The complaint will be acknowledged by the BoT Chairperson in writing providing an outline of the procedure that will be followed, including time frames for resolution.
- b. A copy of the letter of complaint will be given to the person the complaint is about.
- c. Advice and support for the staff member will be provided.
- d. All complaints will be discussed by the Board "in committee".
- e. The Board will delegate the Principal to investigate the complaint, reporting to the Chairperson within 5 days.
- f. If the complaint is regarding the Principal, the Board will delegate to the Chairperson to investigate, reporting back to the Board within 5 days.
- g. Action will be taken to resolve any grievance and to address any identified needs within an agreed time frame.
- h. A conference between the BoT Chairperson, the Principal and those involved may be necessary.
- i. Outside agencies such as NZEI and NZSTA will be involved as appropriate.