

## **CONCERNS AND COMPLAINTS**

### **Purposes**

To provide clear procedures for resolving concerns or complaints.

### **Procedures**

Most concerns or complaints will be able to be resolved by following the process below:-

#### **A Concerns re Children**

In the first instance:

The concern or complaint shall be discussed with the classroom teacher

If not resolved the following steps will be taken:

The concern or complaint shall be discussed with Assistant Principal or Deputy Principal

The concern or complaint shall be discussed with the Principal

The concern or complaint shall be put in writing to the Principal

If no progress, the concern or complaint be put in writing to the Board of Trustees

Any written concerns or complaints will be acknowledged in writing, under the direction of the principal

#### **B Concerns re Staff**

In the first instance:

The concern or complaint will be discussed with the teacher

If not resolved the following steps will be taken:

The concern or complaint will be discussed with the AP/DP

The concern or complaint will be discussed with the Principal

The concern or complaint will be put in writing to the Principal

The Principal shall investigate, and the teacher or staff member shall be told of the

concern or complaint and given a copy of the letter

The staff member shall be given the opportunity to reply

The principal shall report to the Board of Trustees

Any written concerns or complaints will be acknowledged in writing, under the direction of the principal

#### **Concerns re Principal**

In the first instance:

The concern or complaint to be discussed with the Principal/Board of Trustees Chairperson

If not resolved the following steps will be taken:

The concern or complaint shall be put in writing to the Principal/Board of Trustees Chairperson

The Principal shall be given the opportunity to reply

The Chairperson shall report to a full Board of Trustees meeting on the concern or complaint and investigation if any

The Board of Trustees shall report in writing to the concern or complainant on action taken and subsequent outcomes

Employees and the Board of Trustees are also directed to the appropriate section of the Employment Contract covering the schools employees.


All communications under this policy will be treated as confidential to the parties concerned.

**The final avenue for complaints is to the Office of Ombudsman if all else fails.**

## **Board of Trustees Complaints Checklist**

Once a letter of complaint has been received the Board Chairperson should ensure the following process is followed:

1. Ensure process has been followed as outlined in Concerns and Complaints Procedure **OR** is a genuine complaint against the Principal or Board.
2. Verify with the Principal that any staff (or others) identified in the complaint are aware of situation and that there has been discussion and attempts to reconcile.
3. Acknowledge letter **within 7 days** and advise board process, **OR** redirect complainant to Principal, syndicate leader or staff member as appropriate. Report to board without names or detail at next meeting.
4. Once confirmed as complaint forward confidentially to all trustees for consideration.
5. Board requests Principal to present full written report outlining all actions taken, advice received, meetings held and justified decisions made.
6. Board determined whether the above fully satisfies them of full and fair process; if so supports the Principal and advises the complainants; if not...
7. Board meets and discusses "in committee, determines whether to formally meet complainant, and delegates responsibility to trustee(s) as deemed appropriate.
8. Board delegate(s) meet with complainant and discusses and more fully verifies, investigates and clarifies. Support persons should be confirmed as welcome to attend. Repeat meeting as required.
9. Board delegate(s) report back to full board and recommend actions/decisions.
10. Board takes appropriate actions, records and formally minutes decisions. If complaint or action is employment related, or has potential industrial relations implications, Board Chair shall alert insurers and NZSTA personnel/industrial advisor.
11. Board advises complainant, in writing, of its decisions and factors considered in reaching **Within 14 days** of the next scheduled Board meeting, unless otherwise agreed by all parties.



Keep full records  
every step