

TEMUKA PRIMARY SCHOOL DEALING WITH CONCERNS AND OR COMPLAINTS PROCEDURE

Good communication is an important feature of a smooth running school community.

A clear outline of how to handle complaints helps to avoid conflict when difficult situations arise and the normal channels of communication have left matters unresolved.

GUIDELINES:

- Every effort will be made to deal with concerns promptly while they are still minor.
- Staff will treat parents' concerns in a professional manner.
- There may be times when either party requires a support person to be present - partner, friend or colleague. This should be arranged in advance.
- All written complaints to a teacher, the Principal or the Board of Trustees will be dated and filed by the recipient with a copy of the written response. Concerns can be expressed by completing a 'Concern Form' and these are available on the pamphlet display stand inside the office, or can be downloaded from our website.
- Parents are advised to keep a copy of any correspondence with the school regarding a serious complaint.
- The requirement to approach the person concerned in the guidelines below is not appropriate where abuse is suspected
- The procedure for dealing with complaints is:

A concern about health and safety, child's learning, Education Outside the Classroom (EOTC) or other Curricular Events etc

- Discuss the matter with your child's teacher first at a mutually acceptable time
- If the matter remains unresolved then the concern is raised with the Principal.

A complaint about a child other than your own

- It is desirable to discuss discuss the matter with your child's class teacher/ and or staff member first. Choose a mutually acceptable time and place - not in front of your child or other people. The teacher cannot share information on other children but knows your child well and can watch for anything you're concerned about.
- Discuss the matter with the Principal, who may suggest the other child's parents be involved.

A complaint about a staff member

- Discuss the matter directly with the staff member first. Choose an appropriate time and place - not the classroom or in front of children or other adults.
- If you are dissatisfied with the person's response or the problem gets worse discuss the matter with the Syndicate Leader or Principal.

- If you are unhappy with the Principal's response your complaint should be put in writing to the Board of Trustees' Chairperson, labelled PERSONAL.

A complaint about the Principal

- Discuss the matter directly with the Principal first. Choose a mutually acceptable time and place.
- If the matter cannot be resolved put your complaint in writing to the Board of Trustees' Chairperson, labelled PERSONAL.

A complaint about a Board member

- Discuss the matter with the person concerned. Choose a mutually acceptable time and place.
- If you feel the matter is still unresolved put your complaint in writing to the Board of Trustees' Chairperson.

A complaint about the Board Chairperson

- Discuss the matter with the Board Chairperson. Choose a mutually acceptable time and place.
- Put your complaint in writing to the Chairperson. All correspondence to the Chairperson is opened by the Principal unless marked PERSONAL. Correspondence is recorded for distribution at the next meeting.

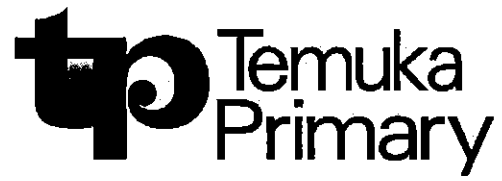
Where a formal complaint has not been resolved by the above process, the person concerned may contact the Chairperson and request the matter be put on the Board's agenda for the next meeting. The agenda is compiled on the Friday prior to a Board meeting.

BOT Procedure

- When dealing with serious complaints the Board shall seek professional advice from NZSTA.

Developed 2009

Review Date 2010



CONCERN REFERRAL FORM

Name (Child and/or Parent) _____

Date _____

Nature of problem/concern

Verification Sought:

Action taken/strategies discussed

Conclusion/Further Action

Checklist

- Problem/concern identified
- Discussed with parties involved
- Senior staff informed
- Board of Trustees informed
- Progress discussed with parties involved
- Referral to other agencies
