



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 however 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.
- Teachers will be given notice before any meetings regarding informal complaints so they have time to digest the information.
- 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 the Schools 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.
- Twice yearly parents are to be reminded about the complaint's procedure.

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

- First discuss the matter with your child's teacher 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 encouraged to discuss the matter with the child's class teacher/ and or staff member first. A mutually acceptable time and place must be arranged - not in front of your child or other people. The teacher cannot share information on other children but knows your child well and will 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

- It is encouraged to discuss the matter directly with the staff member first. An appropriate time and place will need to be arranged - 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 Team Leader or Principal. Choose a mutually acceptable time and place
- If the matter cannot be resolved, put your complaint in writing to the BOT Chairperson, labelled PERSONAL AND CONFIDENTIAL.

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 AND CONFIDENTIAL.

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 labelled PERSONAL AND CONFIDENTIAL.

A complaint about the Board Chairperson

- Discuss the matter with the Board Chairperson. Choose a mutually acceptable time and place.
- If you feel the matter is still unresolved put your complaint in writing to the Principal, listing the child and/or parent's name, date and the nature of the problem/concern.
- If the complainant is still not happy with the outcome, then further advice and guidance can be made by contacting either the School Trustees Association or the Ministry of Education.

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 and or the Ministry of Education

Reviewed **Term Two 2021**

Next Review **Term One 2023**



CONCERN REFERRAL FORM

Name (Child and/or Parent) _____

Date _____

Nature of problem/concern

Verification Sort

Action taken/strategies discussed

Conclusion/Further Action

Check List

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