

COMPLAINTS

REVIEWED: May 2019

C) Complaints

Aim:

To ensure that complaints from parents or members of the public are received, considered, and deal with speedily and appropriately.

To ensure that appropriate steps are taken to obtain the best possible resolution for the complainant and the school.

It is important to remember that we all have the children's best interests at heart.

Procedure

- If the complaint is in relation to something that is happening in the classroom, the first point of contact must be the classroom teacher.
- If the complainant is not satisfied with the outcome there they should talk to the relevant Team Leader. I.
- If the complainant is not satisfied with the outcome after talking to the Team Leader, or it is a more generic issue they should talk to the Deputy Principal(s).
- Should the above approaches not be considered satisfactory, or where there is an urgent concern, the Principal should be contacted.
- Serious complaints should be directed to the Principal in writing. The Principal will take action after receiving a written complaint. A time frame will be worked out to ensure transparency. Resolution of any complaint should not be rushed.
- If it is a generic issue, or the complainant is still not satisfied after talking to the Principal, the complainant should contact the Board of Trustees by sending a letter outlining the concerns for consideration and discussion. The letter should be addressed to the Board of Trustees, c/o the Chairman, labelled 'In Confidence', and either posted or handed to the office staff who will pass it on unopened.

In dealing with a complaint the B.O.T. may seek the guidance of the School Trustees Association, and also be guided by the Employees Collective Agreement, and the N.Z.E.I.

There may, on occasion, be complaints which, because of their particular nature, will be referred to the police. As employer, there is clearly an obligation upon the B.O.T. to deal with the matter on an industrial level, as distinct from any criminal proceedings.

Some cases will be clear cut in terms of the appropriateness of police involvement, but many others will require B.O.T.'s to exercise discretion and judgement after careful examination of all factors.

It is implicit in these procedures, the Principal has a level of delegated responsibility to deal with complaints against staff members under his/her authority.

Progress

2018 NAG 2: Communication

COMPLAINTS

When a complaint is received by a school, steps will be taken to make sure it is progressed, this will be by,

- acknowledging to the person that the complaint has been received
- deciding who will deal with the complaint, what priority it will be given, and when it should be completed
- if the matter cannot be resolved immediately, determining what action needs to be taken to consider the complaint and who needs to be consulted
- explaining the outcome to the person making the complaint, and providing reasons for any decisions made or remedies offered
- recording the complaint and its outcome, and reporting to the Principal and BoT as appropriate.

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