

## Complaints and Concerns Procedures

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### Teacher and classroom level concerns (including child behaviour and teaching):

1. Parent is to first approach the teacher concerned
  - a. The teacher must acknowledge the concern and mutually agree on a time to discuss the concern. This must be within a week of the parent approaching the teacher.
  - b. Identify and define what the concern is prior to the meeting initiated.
  - c. Talk with the relevant teacher about the concern to come to a resolution.
  
2. If the parent, or teacher, does not believe the concern is sufficiently addressed then the concern should be taken to the Team Leader for that area of the school.
  - a. A meeting will be mutually agreed upon, within a week of the concern coming to the attention of the team leader.
  - b. A resolution should be reached.
  
3. If a resolution is not mutually agreed upon, or the parent does not feel that the Team Leader can help then the parent should address the concern to the Principal.
  - a. All formal complaints are to be directed to the principal in writing or by email. However, the principal will listen to verbal concerns and agree to investigate them further as appropriate.
  - b. A meeting will be mutually agreed upon, within a week of the formal complaint coming to the attention of the principal. All parties to the complaint are given the opportunity to attend the meeting.
  - c. All documentation at this level will be recorded.
  - d. Any resolutions will be recorded, with copies sent to all involved parties. If no mutually agreed resolution can be reached the Principal will decide on a course of action that is consistent with school policy and any relevant legislation.
  - e. All formal complaints addressed to the Principal, will be reported to the Chairperson of the Board of Trustees. Names will not be used unless necessary, at which point the complaint will be addressed in a full Board meeting in Part 2 minutes.
  - f. Parents have the right to refer the complaint or concern to the Board of Trustees themselves, in writing. If the previous procedures have not occurred the Board of Trustees will send the complaint or concern back to the Principal.

#### NOTE:

This procedure is based on the assumptions outlined in the Complaints and Concerns Policy.

**Principal and Board of Trustee level complaints (serious misconduct, curriculum, school administration):**

1. All serious concerns should be directed to the Principal in the first instance, including complaints or concerns relating to the Principal.
  - a. The principal reserves the right to direct the complainant back to the relevant classroom teacher or team leader, to follow the teacher and classroom level concerns process rather than the following process.
  - b. All formal complaints directed to the Principal will be in writing or by email. A meeting will be mutually agreed upon, within a week of the complaint or concern coming to the attention of the principal.
  - c. All documentation at this level will be recorded.
  - d. All parties to the complaint are given a copy of the complaint and asked to respond in writing, or given the opportunity to meet with the Principal and the complainant.
  - e. Any teachers involved in the complaint have the right to refer to their appropriate union or to seek other support or representation.
  - f. All mutually agreed resolutions must be consistent with relevant school policies and procedures and relevant legislation.
  - g. If no mutually agreed resolution can be reached the principal will decide on a course of action that is consistent with school policy and any relevant legislation.
  - h. All formal complaints addressed to the Principal, will be reported to the Chairperson of the Board of Trustees. Names will not be used unless necessary, at which point the complaint or concern will be addressed in Part 2 Board minutes.
  
2. If the complaint cannot reach resolution through the Principal, or is about the Board of Trustees, it should be directed to the Board of Trustees.
  - a. All complaints are to be addressed to the Chair of the Board of Trustees and must be submitted in writing and signed.
  - b. All complaints directed to the Board of Trustees must come to a full board meeting and not dealt with by solely one member (unless delegated once the complaint has been through a Board meeting.)
  - c. Board members will be expected to identify any conflicts of interest with regard to the complaint or concern, and take no part in the resolution process from a Board members perspective.
  - d. The Board of Trustees will acknowledge the complaint and may invite the complainant and relevant parties to respond to the complaint.

- e. If the Board feels that previous resolution from the Principal is reasonable and effective the complainant and the Principal will be informed of this and that no further action is intended.
- f. If the Board feels that action is required it will be discussed, at a full Board meeting. The Principal will be invited to respond to the Board's recommendations.
- g. In the case of serious allegations (e.g., serious misconduct of the principal) a subcommittee will be delegated to investigate and report back. When appropriate it is recommended that NZEI and NZSTA be consulted.
- h. It is recognised that not all complainants will be happy with the outcome. The Board of Trustees will reconsider the resolutions one time, but thereafter may refuse to enter into further correspondence on the issue. It is recommended that the Board seek advice on this prior to responding in this manner.
- i. A complaint regarding lack of compliance to an agreed complaint resolution will be treated in a serious manner and will be treated with URGENCY as a new complaint.

**NOTE:**

This procedure is based on the assumptions outlined in the Complaints and Concerns Policy.