

Concerns and Complaints

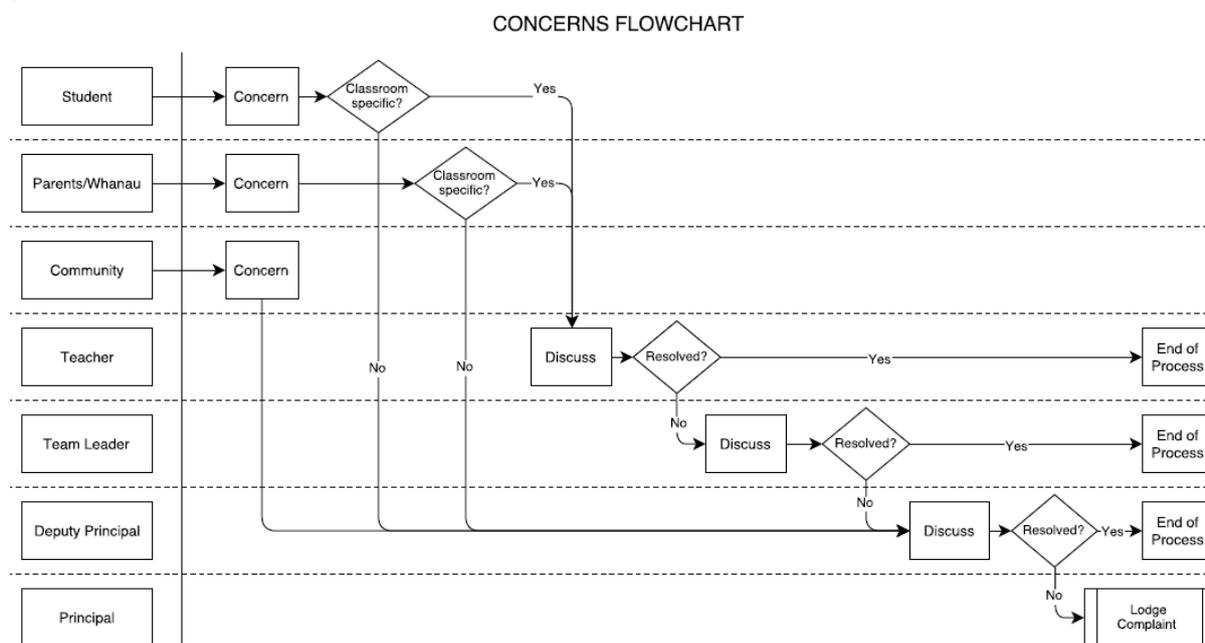
It is important that the concerns of students, staff, parents/whanau and members of the School community are recognised and resolved in order to assure the best educational outcomes for students and facilitate confidence in School processes.

Procedures and Guidelines

1. The School will make a genuine effort to resolve all concerns and complaints, verbal or written.
2. Concerns will normally follow the process set out in the Procedure for Concerns (Appendix 1) unless there are culturally specific circumstances that require a different process.
3. Judgment about who should deal with a concern will be made by the recipient when the concern is received, and appropriate steps taken.
4. Formal complaints must be made in writing and may be addressed to the Principal who will follow the process set out in the Formal Complaints Procedure (Appendix 2).
5. It is expected that a Formal Complaint will only be made after it has first been raised as a concern and reasonable efforts have been made towards resolving it.
6. The Principal will report all serious complaints to the Chair of the Board of Trustees.
7. All enquiries carried out by the School in relation to concerns and complaints will follow the principles of natural justice. Legal requirements and the procedures of any related employment contracts will be adhered to.
8. Complainants have a right of appeal to the Board of Trustees if dissatisfied with the outcome of the complaints process.

Reviewed: APRIL 2021

APPENDIX 1: Procedure for Concerns by Parents and Students



Classroom Concerns

Students and Parents/Whanau are encouraged to talk directly to the teacher whenever a classroom specific problem arises. Students should approach the teacher at a suitable time (e.g. at the end of the lesson) and Parents/Whanau should contact the teacher by leaving a message with the school office, writing to the teacher, or approaching them. Staff will, wherever possible, return calls by the end of the next school day. You should ensure that you leave information with the school office about how and when to contact you. Contact phone numbers should also be included if the concern has been made in writing. The school will endeavour to respond to written concerns within three working days. If you have a concern about a matter which you do not feel able to discuss with the teacher directly you may contact the relevant Team Leader as the starting point.

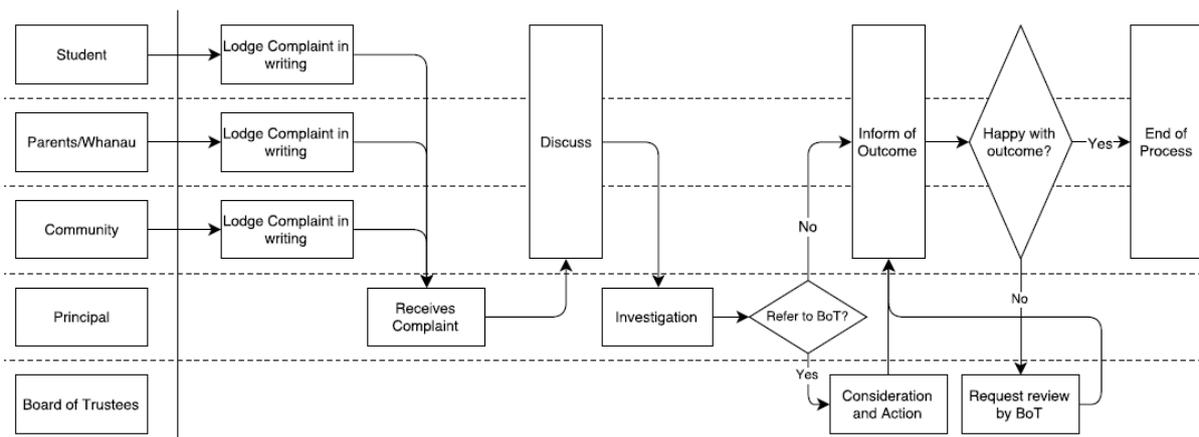
Issues dealt with as soon as they occur are usually straightforward to solve. However if the concern is not resolved, Students and Parents/Whanau should then approach the relevant Team Leader resolution, then a Deputy Principal. If the response provided by the Deputy Principal does not fully address your concerns you may wish to take the matter further by making a formal complaint (see Appendix 2).

Non-Classroom Concerns

If you have a concern about a matter which does not involve a particular teacher you may phone or write to the Deputy Principal(s). If the response provided by the Deputy Principal does not fully address your concerns you may wish to take the matter further by making a formal complaint (see Appendix 2).

APPENDIX 2: Procedure for Making a Formal Complaint

COMPLAINTS FLOWCHART



If you are not satisfied with the School's response to your concern, or you wish to make a formal complaint, follow the steps below:

1. Write down your complaint detailing what it is you are complaining about, efforts that have been made to resolve the matter, and your name and preferred contact details.
2. Your complaint will generally be treated in confidence. However, in the interests of natural justice any persons included in a complaint must have the opportunity to hear all details about the complaint and reply to it. They may be accompanied by a support person during discussion of the complaint if they wish.
3. Address your written complaint to the Principal (or to the Acting Principal if the Principal is absent). Ask for assistance at the school office if you are unsure how to go about delivering your complaint.
4. When the Principal receives a complaint, they will discuss the matter with you before deciding what further action should be taken. You may have a support person with you when you discuss the complaint, if you wish.
5. If the complaint is about a specific person or group of people, the complaint will be investigated by talking to that person/those people and interviewing anybody else who may have had a part to play in the incident/issue. Written statements will normally be taken.
6. The Principal will decide what steps will be taken as a result of the investigation and will ensure that a record of the process is kept.
7. Depending on the nature of the complaint, the matter may be referred to the Board of Trustees for consideration and action.
8. You will be informed of the outcome of the investigation.
9. If you are dissatisfied with the outcome of the complaint you may write to the Board of Trustees for a review of the complaint. A review should be completed by the Board within 28 days of the referral.