

ROKOKAURI SCHOOL COMPLAINTS PROCEDURE



Rationale:

There may be times when parents, caregivers or members of the community wish to complain about the actions of a Rotokauri staff member or student.

Purpose:

1. To provide a procedure to resolve all complaints received.

Guidelines:

All complaints or queries need to follow the steps listed below for a positive resolution.

- All complaints or concerns initially go to the teacher or staff member concerned. Most concerns can be resolved by prompt discussion between the two parties.
- If, after a reasonable time for action to occur, the parent/caregiver feels that the matter is unresolved to their satisfaction, he/she should make an appointment for a formal meeting with the staff member. The staff member should document the meeting and record the planned action, decided by both parties, needed to solve the issue.
- If the parent/caregiver feels the above action plan or documentation has not been put into practice and the initial complaint or concern is still valid, they should make an appointment for a formal meeting with the Principal. The Principal will document issues from this step. With both parties' agreement, the Principal may negotiate or mediate a resolution to the issue.
- If the parent/caregiver still feels that the issue has not been resolved, they should write a formal letter of complaint addressed to the Principal. The Principal must inform the Board of Trustees and the staff member involved of the complaint. The Principal will inform the Board of the issues involved and show the relevant documentation. The Principal will present to the Board an action plan to resolve the issue.
- If the action plan does not address the parent/caregivers complaint to their satisfaction, they should write to the Board of Trustees through the Chairperson.
- If a parent/caregiver has a complaint about the Principal, and has discussed the issues formally with the Principal, they should send a formal letter of complaint to the Principal and inform all Board members of the complaint. For a complaint to be tabled at the next month's Board of Trustees meeting, the letter should be received by the

Chairperson four working days before the meeting. After the meeting, the Board will write to the complainant within a week acknowledging the receipt of the complaint. The Board will investigate the situation and a report will be presented at the next monthly or special meeting. A letter will be sent to the complainant outlining the Board's actions. If the Board deems the complaint to be of a minor nature, they may seek an opinion from the School Trustees Association (STA). If STA agrees the complaint is minor, the Board has the right to dismiss the complaint without further action or investigation.

- The Privacy Act requires all complaints about a staff member to be processed in a confidential manner.
- Where legal or further action is to be taken, the Chairperson should advise the New Zealand School Trustees Association (NZSTA) and the school's insurance company.
- The teacher or Principal concerned is entitled to representation i.e. New Zealand Education Institute (NZEI), New Zealand Principal's Federation (NZPF) etc.
- If the issue is still unresolved the parent, staff member or community may request speaking rights at a Board of Trustees meeting.
- If a satisfactory resolution has not been achieved within five weeks from the date of the initial complaint to the Board, an independent mediator may be appointed. The mediator must be agreed upon between both parties.
- The same procedures apply when a staff member wishes to make a complaint about a parent/caregiver, or feels threatened by a parent/caregiver's actions.

Conclusion:

Adherence to this procedure will ensure all parties are dealt with in a fair and professional way. Any party failing to follow the correct procedures will be formally notified of this procedure.

Procedure: Complaints Procedure

Ratified by Rotokauri Management: August 2017

Recorded in BOT Minutes: September 2017

Review: August 2019

COMPLAINTS PROCEDURE FLOW CHART

Parents/caregivers see staff member involved informally.
ACTION TAKEN by staff member.



Parents/caregivers make appointment to see staff member.
Clarification that the issue is a complaint.
ACTION TAKEN by staff member.
Documentation recorded.



Parents/caregivers make an appointment to see Principal.
Principal clarifies by asking - "What is it that you want?".
ACTION TAKEN by Principal.
Documentation recorded.



Parents/caregivers write formal letter of complaint to Principal.
ACTION TAKEN by Principal.
Documentation recorded. Principal informs Board.



Parents/caregivers write formal letter of complaint to Board Chairperson.
Principal and Board members informed.
ACTION TAKEN by Board.



Parents/caregivers and staff member have speaking rights at a Board meeting.



An independent mediator appointed.