



Formulated: May 2003
Approved: May 2003
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COMPLAINTS /CONCERNS MADE AGAINST STAFF MEMBERS

Rationale:

It is important that both staff and parent/caregivers see that all complaints and concerns brought to the attention on the school are dealt with in an open and fair manner

Guiding Documents and Organisation

NZEI Collective Contract & Agreements

- Primary Teacher, Deputy/Assistant Principal's, Unit Holders
- School Caretakers, Cleaners Collective Employment Contract
- Support Staff in School's Collective Agreement
- Trustee Handbook. School Trustees Association
- STA

Purpose

To provide clear guidelines for: Board, Principal, Staff to manage parent/caregiver complaints and concerns at Paekakariki School.

Definitions

Complaint

A complaint is a formally written letter addressed to the Principal or to the Chairperson of the Board of Trustees.

Concern

A concern is dissatisfaction expressed orally or in written form to a staff member.

Guidelines:

Parent/Caregiver Concerns

Parents who have a concern are asked to follow the school's procedures. The aim of these procedures is to ensure that there is a reasonable process in place to resolve issues that is open and fair to all parties.

1. Parents/caregivers who have a concern are asked to take the concern up with the relevant staff member. This will be through an organized meeting, which can be made at the office.
2. If the matter is not resolved parents/caregivers have the option to take the concern to the Management team, Deputy or Assistant Principal (as per our Behaviour Management Procedures) where they will endeavour to find resolution.

3. If the parent/caregiver feels that the concern has not been resolved they have the option to take the concern to the Principal.
4. If the parent/caregiver believes at this stage that the Principal has still not addressed their concern, the parent/caregiver has the option of putting their concern in writing and make a formal complaint.
5. All letters received by the Board and addressed to the Board will be placed on the agenda of the next available Board meeting. Letters need to be received at least seven working days before the scheduled meeting.
6. The Board will follow the procedures set out in the **Trustee Handbook Page.18530 Handling Complaints/Disciplinary Matters.**
7. **Reference should also be made to the relevant employee's contract.**
8. All pupil concerns will be dealt with as per the concern procedures except in the case of suspected abuse. These issues will be handled as per the school's abuse procedures.

Parent/Caregiver Formal Complaints

All Complaints are to be made in the form of a written letter.

1. All Letters are to be addressed to the Principal if the complaint is against a staff member, or if the complaint is about the Principal to the Chairperson of the Board.
2. When the complaint is received, the Principal or Board will formally acknowledge the complaint within seven working days.
3. The Principal, with reference to the relevant employee's contract, will deal with all complaints made to the Principal. The Principal also has the option to discuss the complaint the Board Chair.
4. All letters received by a board member and addressed to the Board will be placed on the agenda of the next available Board meeting. Letters need to be received at least four working days before the scheduled meeting.
5. The Board will follow the procedures set out in the **Trustee Handbook Page.18530. Handling Complaints/Disciplinary Matters.** **It is advisable to consult with NZSTA as to the appropriate course of action for all formal complaints.**
6. Reference should also be made to the relevant employee's contract.
7. All Complaints will be dealt with in a way that is fair to all parties

**Signed: Jeff Boonen
Board Chair**