

Concerns and Complaints Process



NAG3: CONCERNS AND GRIEVANCES

RATIONALE

From time to time concerns or grievances may arise in relation to school matters, and guidelines and procedures need to be in place so that these are handled objectively. This policy works in tandem with any contractual agreements in the workplace.

LEGISLATIVE REQUIREMENTS

(a) develop and implement personnel and industrial policies, within policy and procedural frameworks set by the Government from time to time, which promote high levels of staff performance, use educational resources effectively and recognise the needs of students; and

(b) be a good employer as defined in the State Sector Act 1988 and comply with the conditions contained in employment contracts applying to teaching and non-teaching staff.

GUIDELINES

Within the school structure, concerns and grievances should be classified in five groups:

1. Concerns/queries of a general nature
2. Concerns/queries about progress of children, classroom programmes and curriculum
3. Parental concerns of a serious nature
4. Concerns and complaints arising between staff
5. Staff complaints of a serious nature requiring protected disclosure

Any complaints directed to any staff or Board member will be referred by the person receiving the complaint to the appropriate person.

Guidelines for each group are detailed below.

1. Concerns/Queries of a General Nature:

- I. General concerns/queries not considered one of the other concern groups should be referred to the Principal. The principal will determine the type of complaint, deal with it if appropriate, or follow the appropriate guideline.
- II. Should the complainant not consider the matter dealt with appropriately, guideline 3 will be followed.

2. Concerns/Queries About Progress of Children, Classroom Programmes and Curriculum:

- I. Any concerns or queries should be addressed to the appropriate classroom teacher within a suitable place in the school grounds and at a suitable time for both parties.

- II. If the concern is not resolved, the parent may approach the Principal, who will examine the information already gathered, discuss the issue with the classroom teacher, and report back to the parent.
- III. Should the complaint be considered serious or the parent believes the matter has not been dealt with appropriately, guideline 3 will be followed.

3. Concerns of a Serious Nature:

- I. Complaints of a serious nature and/or involving possible legal action are to be made in writing to the Chairperson of the Board of Trustees and Principal. Anonymous communications will not be accepted.
- II. Within five working days the Chairperson will notify the complainant they have received their complaint and inform them of next steps.
- III. Should the complaint be considered of a serious nature by the Principal and/or Chair Person, any such complaint will be tabled in committee at the next Board meeting, or, if appropriate, tabled in committee as part of a special Board meeting.
- IV. The Chairperson of the Board will present the letter to the Board in Committee and the matter will proceed in the hands of the Board Chairperson, the Principal and Board.
- V. The Board will make a decision on what action to take based on the evidence presented and after giving full consideration to any recommendation received. The Board will inform the complainant and, if, relevant, the person against whom the complaint has been made of its decision within three working days. All communication between Board and complainant will be made in writing.
- VI. If the complainant does not believe the issue has been resolved, they should be advised to contact the Ministry of Education.
- VII. If a staff member is involved he/she will be given a copy of the complaint, and will be advised that union and/or legal assistance may be needed. They may also approach the staff elected representative, N.Z.E.I. liaison officer, staff member or an In School Support group of his/her choice to assist in preparing an explanation or reply.
- VIII. Serious complaints against the Board, Board member or Principal should first be made in writing to the Board, and/or the Principal. Any members involved in the complaint will be excluded from its investigation.

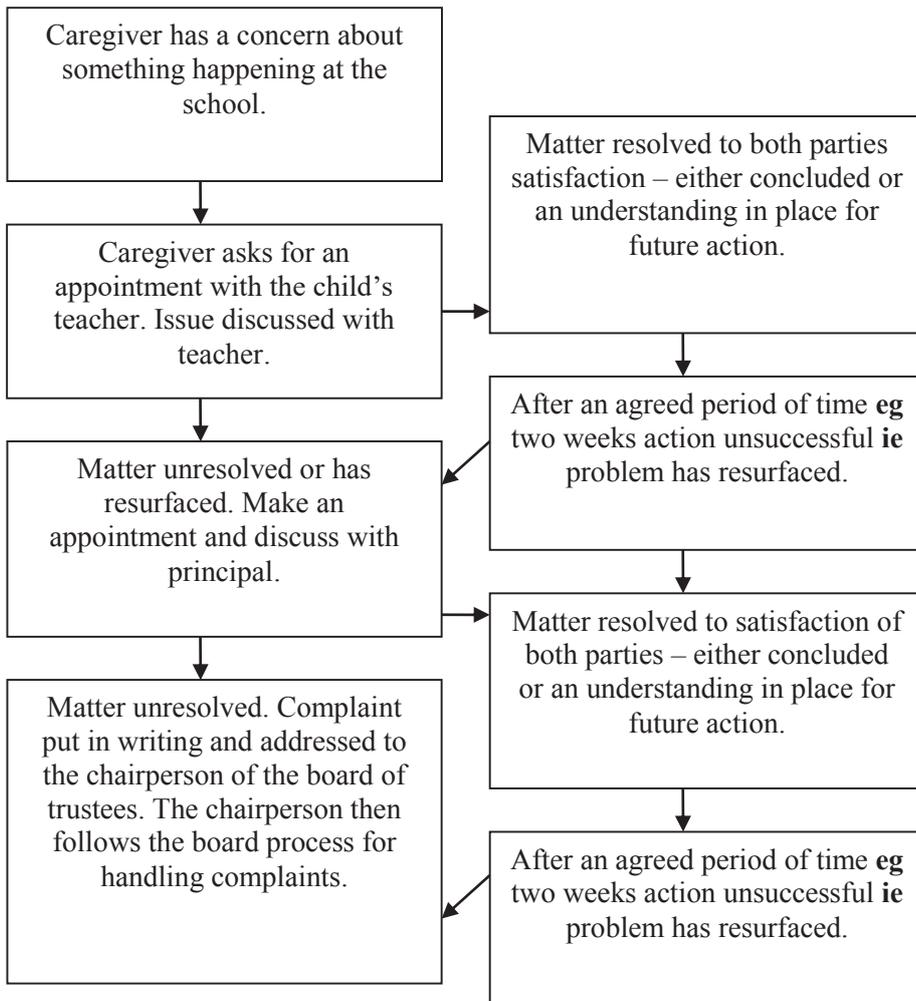
4. Concerns and complaints arising between staff:

- I. Any concerns or complaints between staff members and / or staff members and principal that cannot be resolved between individuals should be referred to the principal. The principal will determine the type of complaint, deal with it if appropriate, or follow the appropriate guideline.
- II. Should the complainant not consider the matter dealt with appropriately, guideline 3 will be followed.

5. Staff complaints of a serious nature requiring protected disclosure:

- I. All such complaints should be dealt with through the protected disclosures procedures.

Complaints Procedure for Waitetuna School



Stage One: School Community Process

Notes:

1. While minor issues may be able to be discussed in a quick informal chat with a staff member, normally in order for both parties to give the matter full attention, arranging a time to discuss the matter is the preferred option.
2. If the complaints procedure has not been followed the board will normally return any letter of complaint to the writer and ask that they follow the procedure first.
3. The board needs to formally receive a complaint in order to act on it. If a complaint is serious enough for the board to deal with, it is serious enough to be put in writing. If you have concerns about expressing the matter clearly in writing please discuss the matter in confidence with the board chair (or another delegated board member) to enable them to assist you with this.
4. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.