

OREWA PRIMARY SCHOOL

CONCERNS AND COMPLAINTS POLICY AND PROCEDURES

RATIONALE:

To provide a safe and supportive learning environment for all where concerns and complaints are treated in a serious, fair and consistent manner.

PURPOSES:

1. To provide the school community with procedures to follow if they have a genuine concern or complaint.
2. To receive and resolve complaints and concerns fairly, promptly and confidentially while considering the rights of all parties involved.
3. The dignity and mana of all persons will be respected.

GUIDELINES:

1. Any concern or complaint is treated as strictly confidential to the parties concerned.
2. A set of procedures to deal with complaints shall be published in the school newsletter for parents and students at the beginning of each year.
3. A set of procedures will be distributed to each staff member.
4. All genuine concerns and complaints are to be acknowledged and written complaints documented.
5. In dealing with complaints about staffing, the employer must act in accordance with the relevant employment agreements and current legislation.
6. Appropriate action will be instigated to resolve a complaint.
7. Unresolved complaints can be taken further and made in writing to the Principal or Board Chairperson as appropriate.
8. Outside agencies may be asked for advice in any situation where the Board of Trustees thinks appropriate.
9. The complainant is informed of the outcomes by the most appropriate person.
10. If personal information is required to be divulged in order to resolve a complaint, the school's privacy officer (Principal) should be consulted first. If the information relates to the Principal then it should be directed to the Board Chairperson.
11. Complaints should be resolved as quickly as possible so that parties concerned can move on and the education process continue.
12. The school will maintain a Complaints Register.

DELEGATION:

- Principal

OTHER RELEVANT POLICIES:

- Protected Disclosure Policy

Approved by the Orewa Primary School Board of Trustees

Chairperson :

Date : 16th August 2017

Review date : Term 3, Meeting 1, 2020

OREWA PRIMARY SCHOOL

CONCERNS AND COMPLAINTS PROCEDURES

STATEMENT OF PRINCIPLE:

All complaints received will be treated so that

- Wherever possible issues concerns or complaints can be dealt with as close to source and as early as possible.
- Complainants feel they have the opportunity to be fairly heard
- The person who is the subject of the complaint is fairly treated
- Confidentiality is maintained

All complaints received will be systematically dealt with in order to maintain a school culture of openness, honesty and fairness.

All complaints relating to board decisions and policy, board members, health and safety issues not specific to an employee should be directed to the Board Chairperson in writing. If a complaint relates to the Board Chairperson then it should be directed to another Board Member.

PROCEDURE:

External Community

Issues and Concerns (low level issues and concerns)

- In the first instance, an issue (or a concern) should be discussed with the classroom teacher or employee involved. In some cases the teacher/employee may need time to gather information or reflect before giving an immediate response.
- If the problem is related to a teacher and remains unresolved, a time to meet in an appropriate setting should be arranged with management.
- If the issue/concern is not resolved to the satisfaction of the complainant, the matter should be reported to the Principal.

External Community and Complaints (for matters of serious concern)

- Complaints should be submitted in writing stating the specific nature of the complaint and where and when the incident/matter giving rise to the complaint occurred.
- The Principal shall be kept informed of all complaints.
- All complaints will be investigated.
- Many complaints will be able to be resolved by discussion between the Principal and the parent/caregiver/employee concerned without the need to take the matter any further. The Board will, where appropriate, seek to resolve complaints in this manner in the first instance.
- Where appropriate, an opportunity to deal with a concern or a complaint in a Maori context may be provided (see Commonwealth Council of Education Administration and Management). All parties i.e. complainant, employee and Board must all agree to this process.
- A record of all complaints to the Principal will be documented in the complaints register.
- In the event that a matter becomes difficult to resolve the Principal will inform the Board Chairperson, or, if the Principal is unable to resolve the issue to the satisfaction of the complainant, then the complainant has the right to report the complaint to the Board of Trustees

References

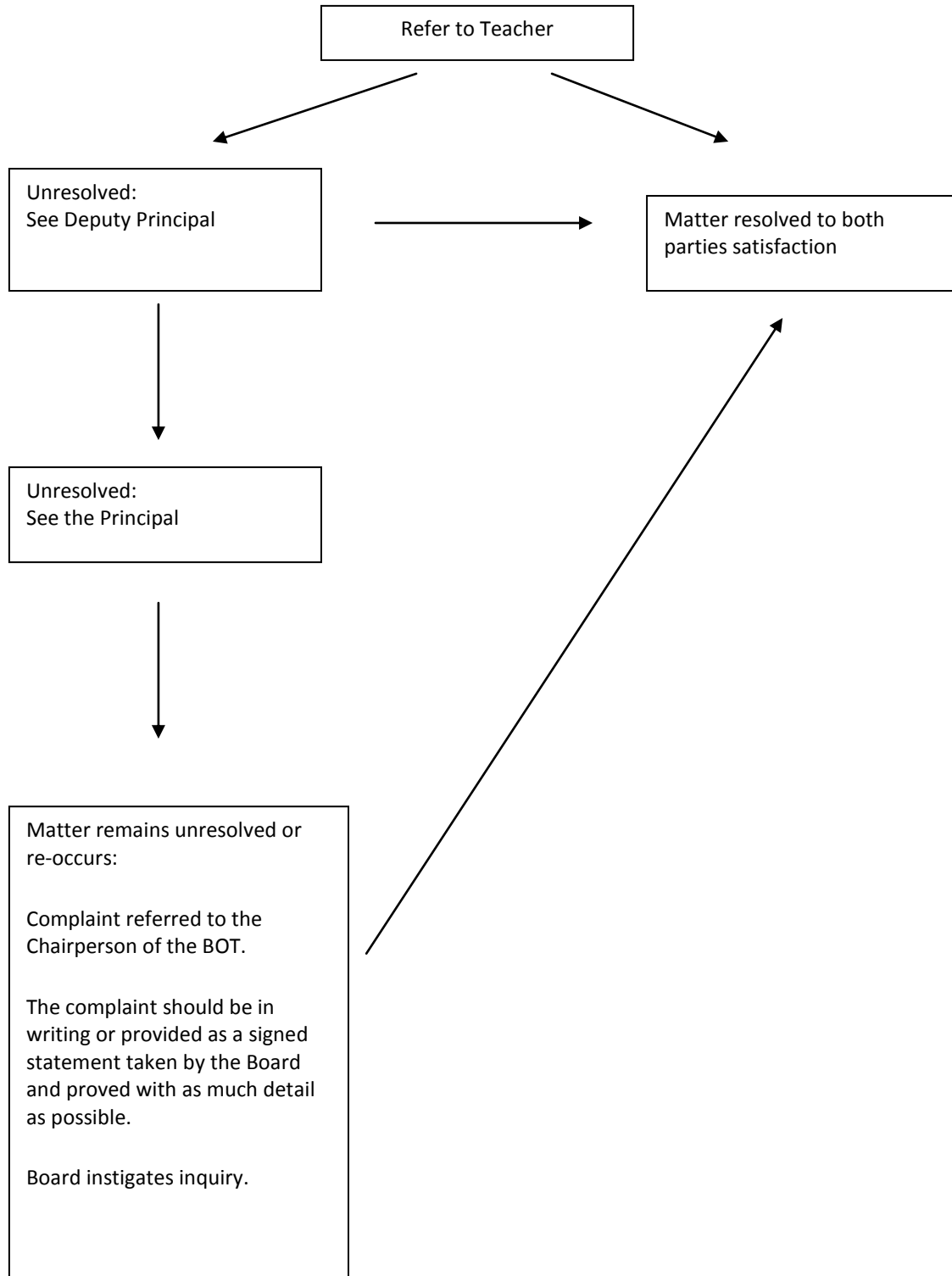
Insurer's criteria for employer indemnity cover
Primary Teachers Collective Agreement
Support Staff Collective Agreement
Caretakers and Cleaners Collective Agreement
Protected Disclosures Policy

OREWA PRIMARY SCHOOL CONCERNS AND COMPLAINTS POLICY

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EXTERNAL COMMUNITY

COMPLAINTS BY PARENTS/CAREGIVERS ABOUT CLASSROOM OR OTHER DAY TO DAY SCHOOL ISSUES



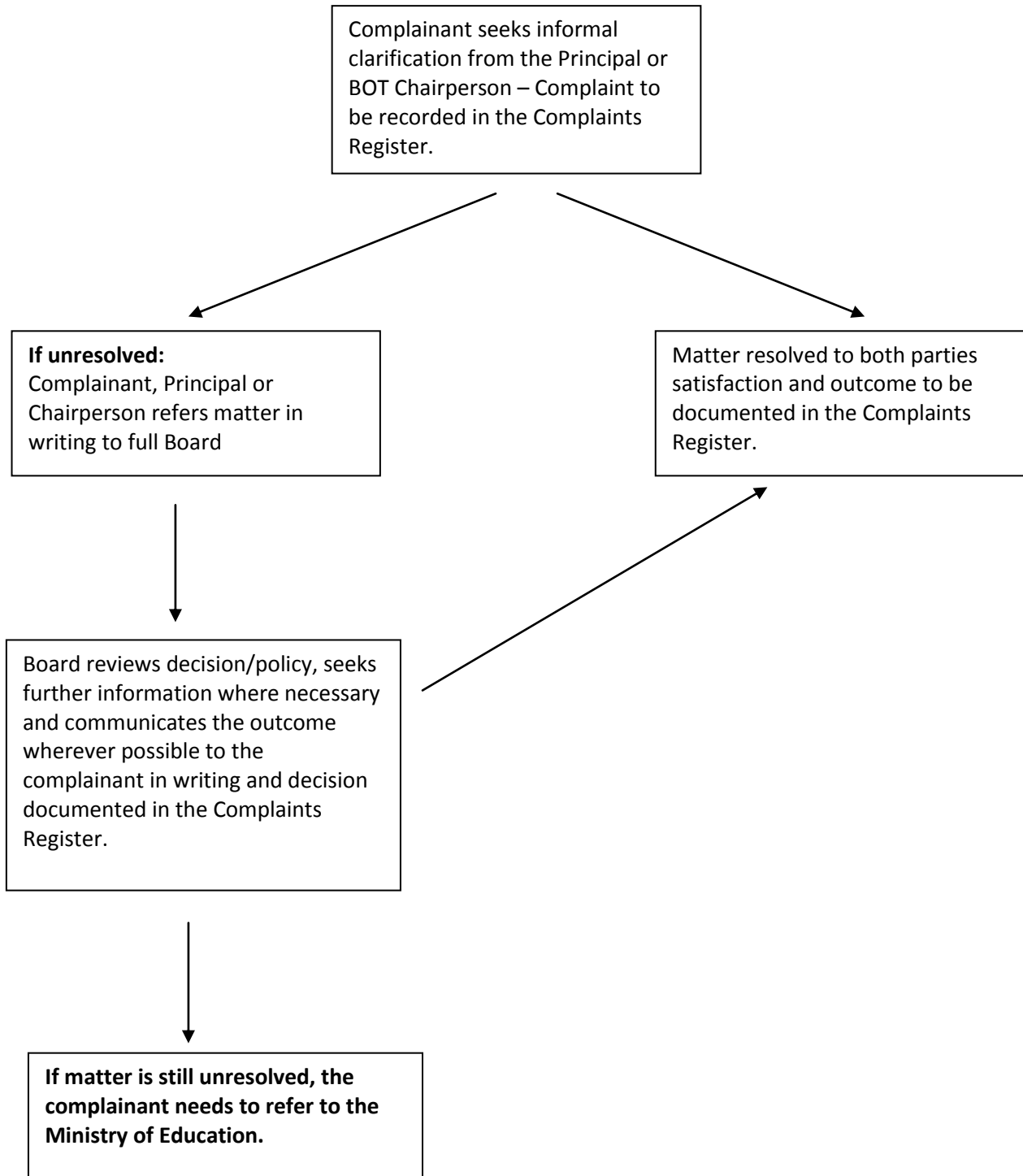
Note – Complaints of a very serious nature should be directly referred to the Principal and/or BOT to be dealt with as per contractual or legislative requirements.

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EXTERNAL COMMUNITY

ISSUES OR CONCERNS/COMPLAINTS ABOUT MANAGEMENT/BOARD POLICY OR DECISION MAKING OR CONDUCT



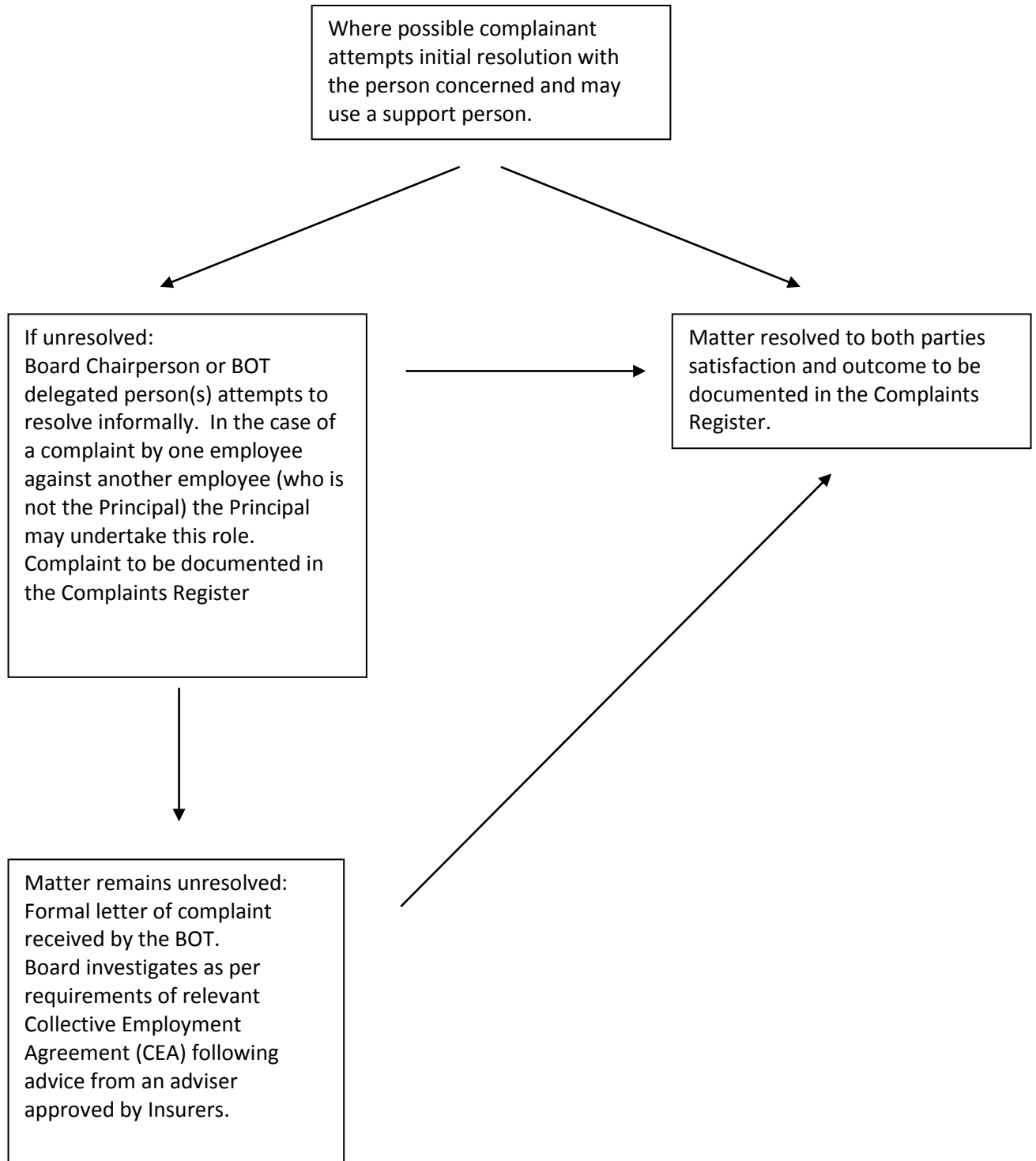
Note: Issues of personnel or other sensitive matters may not be disclosed. Curriculum and student placement decisions are the professional prerogative of the management of the school and should be referred to the Principal.

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INTERNAL PROCESS

COMPLAINTS BY AND ABOUT EMPLOYEES, VOLUNTEERS, BOT OR PRINCIPAL



Note: Complaints of serious misconduct go directly to the BOT, copied to the Principal or in the case of complaint about the principal, directly to the BOT.