



Procedures for Parents and Caregivers for Complaints and Concerns against Staff

Operational Policy D9 Concerns and Complaints

This procedure is designed to ensure that complaints are resolved in a manner that accords fair process to the complainant and persons complained about. It aims to achieve an outcome to complaints that is accepted by the parties involved, meets the Boards commitment to community consultation, being a good employer, self-review and the needs of the students.

All complaints will be confidential.

1. A person with a concern will generally approach the person directly involved and raise the issue. Both parties should endeavour to find a reasonable solution at this stage.
2. If the matter concerns a child, the caregiver, must make the first approach to the employee concerned.
3. If the issue is not settled or it is inappropriate to approach the employee the matter should be taken to the Principal.
4. The Principal will endeavour to find a reasonable solution. Before considering the complaint the Principal may ask for the complaint to be in writing with any supporting documentation.
5. A complaint concerning the Principal will, if appropriate, be taken in the first instance to the Principal.
6. A complaint concerning a Board member will, if appropriate, be taken in the first instance to the Chairperson. Refer to the Board of Trustees
7. If the complainant is not satisfied with the handling of the complaint it will be referred to the Board of Trustees **in writing** addressed to the Chair.
8. Outside agencies will be asked for advice in any situation where the Board is unsure as to how to resolve the situation.
9. The complainant is informed of the outcomes by the Principal or Chair of the Board.
10. The receipt of all written complaints must be acknowledged in writing.
11. Any complaints, discipline or competency issues regarding employees will be dealt with, where appropriate, under the relevant employment contract with guidance from an NZSTA Industrial/Personnel adviser.

12. Procedures for dealing with complaints to the Board will be decided by the Board as may be appropriate in each case.

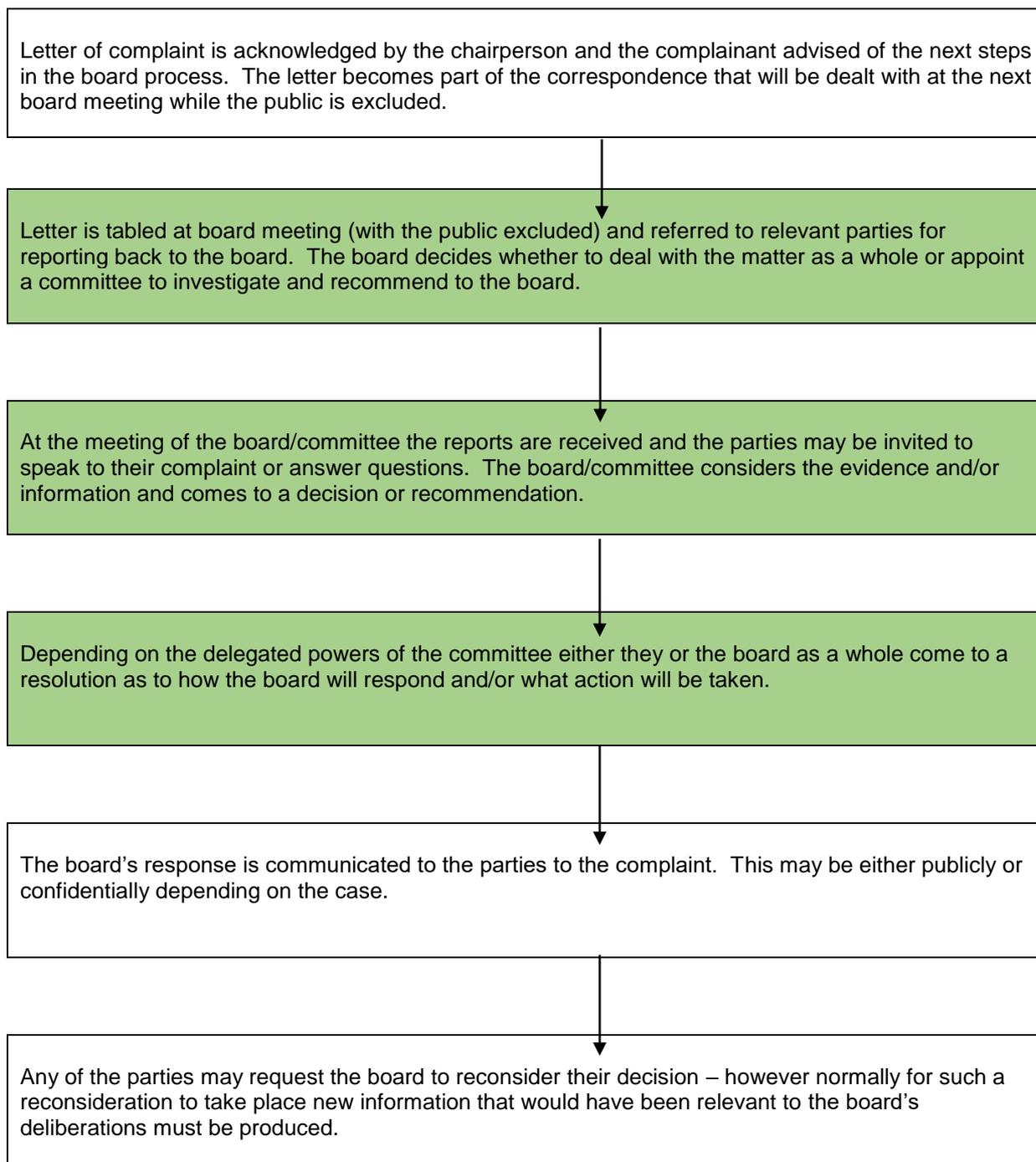
13. The Boards decision will be final.

- Natural Justice can be defined as the obligation to act fairly and reasonably. (Bill of Rights Act).
- A person's explanation must be heard fairly and completely.
- Any person directly involved or with a vested interest should not be included in the final determination.



Board Procedure for Receiving Complaints

Operational Policy D9 Concerns and Complaints



- shaded area denotes "public excluded meetings"