

## COMPLAINTS

### RATIONALE:

Everyone should have the right to have the fairest and fullest possible hearing for any complaints they may have.

### PURPOSE:

1. To ensure there is no build up of resentment in the school community
2. To ensure the smooth operation of the school system
3. To provide protection for those who may be at risk

### GUIDELINES:

1. To encourage people to come forward with complaints before it becomes a major issue
2. Any action taken as a result of a complaint against a Staff member will be in accordance with the Primary Teachers Collective Employment Agreement and the Code of Ethics [Education Council of N.Z.].
3. For Non- Teaching staff in accordance with Support Staff Collective Contract.
4. There exists a mutual confidentiality between the parties on all matters of complaint
5. The rights of all parties shall be protected and observed as an essential feature of the complaints procedure
6. The initial approaches and sequence will be as follows:
  - a verbal complaint is made to the teacher or staff member concerned.
  - a written complaint maybe the initial source particularly if a staff member feels unsafe.
  - the complaint is carried through to the Senior Leader of the team if unresolved.
  - the complaint is further carried through to the Principal if still unresolved.
  - the complaint is carried through to the Board of Trustees in writing if still not resolved.
  - if still not resolved an outside agency will be asked for assistance.
7. A parent has the right to approach the Principal in the first instance if they feel it is the best step for them.
8. Appropriate documents of how the complaint has been dealt with must be kept.

### EMPLOYEES

If an employee has a complaint the first steps towards resolution is to follow the five step process.

1. to the person concerned
2. to a Senior Leader
3. to the Principal
4. to the Board of Trustees as it may be appropriate.
5. Employees have recourse to the procedures outlined in their appropriate Collective Employment Agreement.

### CONCLUSION:

Complaints will be dealt with promptly.

**Reviewed: Term 2 2018**

.....Chairperson, BOT

**Review date: Term 2 2021**