

3.2 COMPLAINTS POLICY

INTRODUCTION

The Board of Trustees shall ensure that effective procedures are in place and that all complaints, concerns, and incidents are attended to promptly, respectfully and professionally, and will seek to bring effective resolution to all parties concerned. The Board of Trustees have a responsibility to provide good safe working conditions for all.

PURPOSES

1. To ensure that all members of the Waimataitai School community are aware of the correct procedures to be followed when making a complaint.
2. To provide avenues for complaints or concerns to be addressed, clarified and dealt with.
3. To ensure matters of concern or complaint are dealt with effectively and fairly.
4. To ensure that staff members are informed of any complaints made against them.
5. To ensure that when an unsatisfactory standard of conduct or performance persists, action taken is fair and reasonable in accordance with the appropriate provisions.

GUIDELINES

1. The Board of Trustees delegates full responsibility of ensuring processes are in place and operating effectively and adequately to the Principal. Except where the complaint or grievance is concerning the Principal, whereupon the complaint or grievance shall be addressed to the Board of Trustees.
2. All members of the school community will be encouraged to discuss concerns they have as soon as possible, directly with the adult concerned in an attempt to resolve issues at the lowest possible level.
3. Anonymous complaints or hearsay will not be accepted.
4. If the person feels they are unable to take this initial step (guideline 2) or they have done so and the outcome has been unsatisfactory the next step is to discuss the issue with the team leader or principal. The leader or principal will work with the parties concerned to resolve the issue to all parties mutual satisfaction. The principal will be kept informed of as these concerns arise.
5. If the issue remains unresolved a signed written complaint should be addressed to the principal.
6. A copy of the complaint will be given to the staff member concerned to make their response.
7. The Principal will then carefully consider both the complaint and the response and take appropriate actions to resolve the issue.
8. Staff will make themselves available in non-teaching time to discuss concerns with parties.
9. Matters will remain confidential between parties.
10. Disciplinary matters will be treated, and remain separate to, matters of competency.
11. Competency matters will be handled by the principal as the professional leader. The principal will inform the Board if formal procedures concerning competency have been initiated.
12. Disciplinary matters will be dealt with initially by the principal. The principal will inform and involve the Board of Trustees as is appropriate and in line with the Employment Relations Act
13. The disciplinary and competency procedures in every employment agreement will be followed and if necessary outside advice sought.
14. If the complaint is about the principal it needs to be put in writing and should be addressed to the Board of Trustees. The principal will be given a copy of the complaint and the right of reply. The board will then carefully consider both the complaint and response and take appropriate actions to resolve the issue.
15. The Principal and Board of Trustees should, wherever possible, seek to resolve complaints at the lowest possible level as many complaints or queries will be able to be resolved by discussion between the parties concerned with no need for further action.

16. The board/principal will confirm with the complainant when the process has been completed.
17. The Board delegates the suspension of staff to the Principal. The Principal may suspend for a period 3-5 days in situations of a serious nature or where an investigation process may be compromised.
18. Where the Board or Principal are required by law to disclose any disciplinary action or serious misconduct to the teachers council the staff member will be informed that this is to occur.

Refer NAG 3, NZSTA Handbook, NZEI Collective Employment contracts

Approved 14.8.14

Procedure for dealing with Concerns and Complaints at School

