



Pukekohe North School

Princes Street, Pukekohe. Phone 0-9-238-8552

COMPLAINTS POLICY:

Rationale:

The Board accepts that it has a responsibility under National Administration Guideline 5 to ensure the health and safety of all students and staff at the school. This policy aims to support and protect staff, students and parent/caregivers in the workplace and outlines the process to follow should any stakeholder have a complaint.

Purposes:

1. Complaints should be dealt with quickly and effectively. All facts and circumstances should be aired, discussed and outcomes actioned to ensure any wrongs are corrected and apologies made.
2. Where applicable complaints should be dealt with using the principles of restorative justice.

Complaints

A complaint may arise where a party/parties have remained unsatisfied with the resolution to a concern, or they may lodge a formal complaint in the first instance. A complaint can arise in a number of ways, but will generally take the form of a parent complaint against a staff member, a staff member against another staff member, staff against the principal, or any of the preceding parties against a student. Where a student makes a complaint, the parent/ caregiver will be contacted and the complaint formally lodged by the parent or caregiver.

Where applicable complaints will be dealt with in accordance with the relevant Collective Agreement or Employment Contract.

Guidelines:

If a parent or caregiver has a complaint he/she should:

1. make an appointment to see the teacher at a time convenient to both parties
2. outline the concern and discuss it with the teacher
3. devise a plan of action to resolve the concern

What action will follow from this?

4. the teacher and parent/caregiver will implement and monitor the action plan

What feedback will be given to the parent and what will be documented?

5. The complaint/concern should be documented (using the official form – copies are attached to this policy).
6. The action plan should be documented (what, who and when), and a copy given to the parent/caregiver and the Team Leader / Principal.
7. The teacher will keep the parents informed about the progress of the action plan, record any telephone conversations on the action plan or attach a copy of communications sent to the parent/caregiver

What should the parent do if he / she is dissatisfied with the result?

8. if the concern is not resolved, then the parent is invited to make an appointment to meet with the Team Leader so as to discuss the concern further (repeat the process outlined above)
9. if after meeting the Team Leader the parent/caregiver is still unsatisfied with the result he/she should contact the Principal
10. The next step should this process not be successful is to address further concerns to the Pukekohe North School Board of Trustees

If a staff member has a complaint about another staff member he/she should:

11. see the Team Leader, Deputy Principal or Principal (or the Board Chairperson if it involves the Principal)
12. a meeting following the principles of restorative justice will be held

What action will follow from this and what will be documented?

13. the outcomes of the restorative meeting will be recorded, all parties must sign the document and receive a copy
14. the original document is to be kept on file
15. the staff concerned will monitor the action plan to ensure that the outcome is achieved

What should the staff member do if dissatisfied with the result?

16. discuss the matter with the Principal (or the Board Chairperson if it involves the Principal)
17. should the matter not be resolved after that, then the staff member is encouraged to approach the Board of Trustees and/or the Union
18. the Board of Trustees will undertake a formal enquiry as required to define the problem and attempt to reach agreement with those concerned, as to a course of action to correct the situation. Assistance from the School Trustees Association may be sought at any stage of the process
19. if a resolution is not attainable through mutual agreement, further action will be taken in accordance with the relevant Collective Employment Contract

Updated: August 2020

Review Date: August 2022

Appendix:

“Complaints form”