

Concerns and complaints policy

Outcome statement

All complaints, concerns and incidents are attended to promptly, respectfully and professionally and seek to bring effective resolution to all parties concerned.

Scoping

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.

Delegations

The board delegates to the principal full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the principal, responsibility lies with the board.

Expectations and limitations

In complying with the policy, the principal shall not fail to:

- Implement and maintain robust procedures to meet the policy requirements
- Ensure that the process for complaints or grievances is clearly communicated and posted on the school website (if applicable)
- Ensure that the complainant has previously followed the school's concerns and complaints procedure before escalating to board level

Should the board receive a complaint regarding the principal or determine that any policy violation may have occurred, the board in the first instance will consider whether this may be dealt with in an informal manner (as per the employment agreement provisions that apply to the principal).

Where the board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, the board shall seek the support and advice in the first instance from an NZSBA adviser to ensure due process is followed.

The board shall advise its insurance agent of any complaint escalated to the board.

Once the dispute Resolution Scheme comes into effect, in the event that a serious dispute is not able to be resolved, the board shall advise the parent of their right to apply to the Chief Referee for the dispute to be resolved by a dispute resolution panel.

Procedures/supporting documentation

NZSTBA Governance Framework

Monitoring

The principal shall maintain a register of complaints and resolutions and report to the board at least quarterly per annum outlining numbers of complaints, resolution success figures and any areas of concern for board deliberation.

Legislative compliance

Education and Training Act 2020

Relevant employment agreements

Relevant professional standards

Signed/Review

Presiding Member

Date

Principal

Reviewed: August 2024

Next review: August 2027



C4 Concerns and complaints process Advice for students, staff, parents, whānau and community

Starting Point

Your concern or problem involves a classroom matter or a particular staff member.

No

Write a note or phone the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about.

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than one meeting and/or involve the associate principal.

Provide feedback to the staff member as to whether you were satisfied or not to ensure the concern or problem is settled.

Issue resolved?

Yes

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Your concern or problem does not involve a classroom matter or particular staff member or has not been resolved by visiting the staff member.

Yes

Write a note or phone the staff member concerned to make a time to discuss the concern or problem. Indicate before the discussion what the concern is about and the steps you have taken to remedy it.

Discuss with the principal, be prepared to listen to their point of view also and provide feedback to ensure the concern or problem is settled. The concern may be referred back to the staff member(s) particularly where this process has not been followed to date.

Issue resolved?

Yes

Your concern or problem has not been resolved by visiting the staff member or the principal or it involves the principal or board.

You now have a complaint.

No

Write to the board outlining your problem, concern or complaint in detail and all actions taken to date. The presiding member (chair) will need to ensure the correct process has been followed before the board will consider this matter, and may direct you back to the staff member or principal. Include your name, signature and contact details. Your complaint will be acknowledged along with an expected timeframe for resolution. Email PM@horshamdowns.school.nz

Unless there are exceptional circumstances, the board will not accept any complaint unless it is in writing, signed and a reasonable attempt has been made to resolve the issue through this process. Once the board has considered and resolved the complaint, the board will endeavour to convene a follow-up contact within 1 month.

No

No further action is required

No