

Concerns and Complaints Process



Most concerns can be resolved informally by discussion with the people involved.

STEP ONE

HOW TO RAISE A CONCERN OF COMPLAINT

Contact the staff member involved (e.g., classroom teacher, head of learning area).

STEP ONE IS ENCOURAGED, BUT MAY BE SKIPPED IF YOU DO NOT WISH TO APPROACH THE PERSON CONCERNED

Contact the person involved either via a phone call, or email.

- indicate what the concern is about.
- You may arrange a time to discuss the matter privately.
- The school may ask you to put your concern or complaint in writing to help address the matter
- You are welcome to have a support person (e.g., whānau member, friend, lawyer, union representative)
- Concerns or complaints may be referred to a more appropriate person (e.g., senior staff, principal, or board member).
- Everyone involved is expected to respect privacy and confidentiality.

Is the matter resolved?

Provide feedback as to whether you were satisfied with the outcome or if the matter is not resolved.

YES

NO FURTHER ACTION REQUIRED

STEP TWO

Your concern has NOT been resolved by meeting with the person concerned

OR ... does NOT involve a particular student or staff member

OR ... you DO NOT wish to approach the person concerned

OR ... involves the principal or a trustee (board member)

Contact the principal, SLT, or BOT presiding member (as appropriate) to arrange a time to discuss the matter privately.

Indicate what the concern is about, any steps taken to resolve the matter, and let them know if you'll bring a support person to the meeting.

Meet with the appropriate person (as above) and discuss the matter.

Be prepared to listen to different points of view and try to work towards resolution.

The principal may involve other people to help resolve the concern.

Is the matter resolved?

Provide feedback as to whether you were satisfied with the outcome or if the matter is not resolved.

YES

STEP THREE

Your concern has NOT been resolved by previous steps

OR ... your concern is more serious

OR ... your concern is serious and it's not appropriate to contact the principal (SLT) about it.

You can make a complaint to the BOT

Put the complaint in writing (email or letter), giving as many facts and details as possible, and any steps taken to resolve the matter.

Include your name, signature, and contact details.

Send to the principal, presiding member, or deputy presiding member/other board member, as appropriate.

Your complaint will be acknowledged.

The BOT will tell you about how we plan to manage your concern or complaint, and let you know when the matter closed.

Matter closed

After responding to your concern or complaint, the school considers the matter closed.

AFTER THE BOARD HAS DEALT WITH A MATTER, THERE IS NO FURTHER AVENUE FOR CONSIDERATION BY THE SCHOOL.

NOTE: Unless there are exceptional circumstances, a complaint will not be considered unless the correct process has been followed. You may be directed back to the staff member or principal to follow the process.

HOW THE SCHOOL MANAGES CONCERNS AND COMPLAINTS:

We manage concerns and complaints in a timely manner and seek to protect people's mana and dignity. We ensure:

- people are treated fairly
- Those involved have the opportunity to be heard
- Decision-making is unbiased