



CONCERNS AND COMPLAINTS POLICY

OUTCOME STATEMENT

As a Seventh-day Adventist School we will have a transparent process for receiving and dealing with complaints in a Christ-like manner this is in keeping with our motto of CARE.

SCOPING

To provide a structure for grievances to be dealt with, in a Christ-like and fair way.

GUIDELINES

Within the school structure, concerns and grievances should be classified in the following three groups:

1. Concerns/queries of a general nature.
2. Concerns/queries about progress of children, classroom programmes and curriculum.
3. Complaints of a serious nature with or without possible legal implications.

These concerns/queries then need to be dealt with in the following ways:

1. Concerns/queries of a general nature.
 - a. School concerns/queries not directly related to a child's progress, classroom programmes or curriculum should be referred to the Principal, out of school hours.
 - b. Staff members with concerns of a general nature relating to the school and/or community, should raise these matters with the Principal first.
 - c. Concerns and queries related to BOT activities should be referred to a BOT member or Chairperson, to be tabled at the next Board meeting.
2. Concerns/queries about progress of children, classroom programmes and Curriculum.
 - a. It is recognised that initially, parents may prefer to make immediate contact with the Principal. In this case, the Principal will initiate the following proceedings:
 - i. Any parent/caregiver with this type of concern should initially make an appointment with the classroom teacher to discuss the matter. The teacher should be informed of the nature of the query prior to the appointment if feasible
 - ii. If further action is required, the Principal will follow the guidelines laid down in 3 below, and by the Ministry of Education and NZSTA.
3. Complaints of a serious nature with or without possible legal implications.
 - a. Complaints of a serious nature and/or involving possible legal action are to be recorded and presented in writing to the Principal and the BOT.
 - b. If a staff member is involved, he/she will be given a copy of a complaint and will be advised that union and/or legal assistance may be needed.
 - c. The chairperson or designated BOT member will present the letter to the Board In-Committee and the matter will proceed in the hands of the Board chairperson, the principal and the appropriate Board sub-committee.



Waitakere Seventh-day
Adventist School

Educating for Eternity

LEGISLATIVE COMPLIANCE

Education and Training Act 2020

Relevant employment agreements

Relevant professional standards

PRINCIPAL

29/11/2023

DATE

CHAIRPERSON

29/11/23

DATE

RATIFIED BY BOARD: 29/11/2023

NEXT REVIEW DATE: Nov 2026