WAITOMO CAVES SCHOOL

NELP 1, 2

COMMUNITY CONCERNS AND COMPLAINTS BOARD PROCEDURE

Board Process:

1. All letters addressed to the Presiding Member of the Board are for the *whole Board.* The Presiding Member cannot decide independently what action will be taken unless the Board has delegated the authority to do so in writing.
2. Letter of a complaint will be tabled as a public excluded item and treated as confidential in the next Board meeting.
3. Concerns of a serious matter, such as allegations of physical abuse, may require a special meeting of the Board. If the concern is against NZ Law the Police will be notified along with the Ministry of Education and NZSTA.
4. Resolution or dismissal of a complaint must not be discussed before all the information is to hand.
5. Conflict of interest will be determined, including whether the complaint involves the actions of any Board trustee.
6. The Board must exercise caution when dealing with complaints regarding staff, particularly in relation to confidentiality and the principles of natural justice. It must contact the regional NZSTA personnel/industrial adviser in such cases. The Board will need to consider the relevant staff disciplinary policies, employment agreements, and expert advice from the NZSTA adviser.
7. The Board decides whether to deal with the matter as a whole Board or appoint a committee to investigate and make recommendations to the Board. Be clear on delegation and limited authority instructions.
8. The Board response is communicated to the complainant.
9. The Board recognises that not all complainants will be satisfied with the outcome of a complaint. After *one* reconsideration, the Board, if it is confident of its decision, will refuse to enter into further discussion or correspondence. The NZSTA helpdesk can help with such a decision by giving an objective assessment of a Board's processes in dealing with the complaint.
10. A complaint regarding lack of compliance in relation to an agreed complaint resolution will be treated as a serious matter and actioned with urgency as a new complaint rather than as a reconsideration of the previous concern.
11. Board trustees with complaints (as a parent) follow the school's procedures. If they have complaints about Board matters, they should contact the Presiding Member or the NZSTA helpdesk for advice.

Procedures/Supporting Documentation
Community Concerns and Complaints Policy
Concerns and Complaints Procedure for the Principal
Concerns and Complaints Procedure for Employees
Primary Principals Collective Agreement
Primary Teachers Collective Agreement
Support Staff Collective Agreement

Monitoring
The Board shall maintain a register of concerns, complaints and resolutions outlining the number of concerns and complaints, and resolution success figures.

Legislative Compliance
Education and Training Act 2020
New Zealand School Trustees Association
Ministry of Education
Privacy Act 2020
Employment Relations Act 2000

These procedures are determined by the Board and Principal.
Date: 18 March 2024 Next Review: March 2027

Aquarius Macpherson
Presiding Member

WAITOMO CAVES SCHOOL - Community Concerns and Complaints Procedure

Starting point: **All parties to a concern or complaint may bring a support person**

Your concern involves a classroom or school operational matter or any staff member, including the Principal.

Contact the relevant staff member to make a time to talk indicating what your concern is about.

Talk with the relevant staff member about the concern. This may require more than one meeting.

Inform the staff member as to whether you are satisfied or not, to ensure the concern is resolved.

Issue resolved?

NO

YES

NO

Your concern does not involve a classroom or school operational matter or a staff member, OR has not been resolved by meeting the staff member.

If a staff member:

Contact the Principal and make a time to talk indicating what the concern is about, and the steps that have been taken to remedy it.

Talk with the Principal and provide feedback to ensure the concern is resolved.

The concern may be referred back to staff member(s), particularly where this process has not been followed to date.

Issue resolved?

NO

YES

No Further Action Required

NO

If the Principal:

Your concern has not been resolved by meeting a staff member or the Principal, OR it involves the Principal or Board or Trustees.

You now have a complaint.

Write to the Board of Trustees, via the Presiding Member (you may ask for assistance to do this) outlining your complaint in detail, and all actions taken to date. Include your name, signature and contact numbers. The Presiding Member will need to ensure the correct process has been followed before the Board will consider, and may direct you back to a staff member or the Principal. Your complaint will be acknowledged along with an expected timeframe for resolution.

Except in exceptional circumstances, the Board of Trustees will not accept any complaint unless it is in writing and that a reasonable attempt has been made to resolve it through this process. Once the Board has considered and resolved the complaint, the Board will endeavour to convene a follow-up contact within *one month.* (See BOT Procedure)

WAITOMO CAVES SCHOOL

NELP 1, 2 - COMMUNITY CONCERNS AND COMPLAINTS POLICY

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

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling concerns and complaints will be implemented and maintained to provide an open and fair way of resolving concerns 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 concern or complaint about the Principal, responsibility lies with the Board.

Expectations and Limitations

The Principal will:

- implement and maintain robust procedures to meet the policy requirements
- ensure that the process for concerns and complaints is clearly communicated
- maintain communications with Board

The Board will:

- When receiving a complaint, the Board must ensure that the complainant has previously followed the school's concerns and complaints procedure and that the complaint has been escalated to Board level correctly.
- 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, competency, or legal process, the Board shall seek the support and advice in the first instance from an NZSTA adviser to ensure due process is followed.

Procedures/Supporting Documentation

Community Concerns and Complaints Procedure (For parents and whanau)
Concerns and Complaints Procedure for the Principal
Concerns and Complaints Procedure for Employees
Compliments Procedure
Primary Principals Collective Agreement
Relevant Collective Agreements (Teachers, Support Staff)

Monitoring

The Principal shall maintain a register of concerns, complaints and resolutions and report to the Board at least quarterly per annum outlining the number of concerns and complaints, resolution success figures and any areas for Board deliberation.

Legislative Compliance

Education and Training Act 2020

Date: 15 March 2024 Next Review: March 2027

Aquarius Macpherson, Presiding Member