

MANUREWA CENTRAL SCHOOL

Concerns and Complaints Policy

Introduction

- All complaints, concerns and incidents 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 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.
- 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 NZSTA advisor 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



- Manurewa Central School Concerns and Complaints Procedure

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

Reviewed: 17 May 2021 PM BOT: <u></u>	Next review: May 2024 Principal: 
---	--

Manurewa Central School
Concern and Complaints Procedure
2021

NAG 3

When someone has a complaint against a person for whom the school is responsible:

1. Complainant asks for an appointment with the most relevant person about whom the complaint is directed. If this is a teacher, the Team Leader may be present. The issue is discussed and outcome and timeline agreed.
2. If the complaint remains unresolved or the problem resurfaces the complainant may discuss the issue with the Deputy Principal or Principal. The issue is discussed and an outcome and timeline agreed.
3. If the complaint still remains unresolved or the problem resurfaces the complainant may put the complaint in writing to the Chairperson of the Board. The Chairperson then follows the Board's procedures for complaints.

Board of Trustees Complaints procedures:

1. Chairperson acknowledges the letter of complaint and outlines the process for moving the issue forward. The letter of complaint becomes an item under correspondence at the next Board meeting and all relevant parties informed.

The complaint may be dealt with in this meeting or be deferred to a subsequent meeting or extraordinary meeting if necessary.

The Board will notify its insurer of the complaint and take appropriate legal advice if required.

In the event of a complaint about a staff member, the Board will write to the staff member concerned outlining the specifics of the complaint, the date by which the staff member is to respond, and the staff member's right to support and representation.

2. At the meeting held to discuss the complaint the parties involved may be asked to speak or to answer questions.
3. All parties will be absent when the Board deliberates the complaint. If the complaint is about a Board member, then those parties are excluded from deliberations.

The Board can go in to committee at any time to ensure confidentiality.

4. The Board's decision on, and the response to the complaint, is communicated to the complainant and other involved parties. This may be done publically or confidentially depending on the case and at the Board's discretion.
5. Any of the parties may request that the Board reconsiders its decision. New information that may have been relevant to the Board's deliberations must be produced for the decision to be reconsidered.

Personal Procedure for resolution of complaints:

1. Discuss the issue with the most appropriate person i.e. Deputy Principal/Principal. If appropriate the agreed solution to the issue should be documented and signed by both parties.
2. If the issue is not resolved the complainant may discuss it with the Principal. If appropriate, the agreed solution to the issue should be documented and signed by both parties.
3. If the issue is still not resolved or if either of these steps are deemed inappropriate by the complainant, the complainant may discuss the issue with the Board of Trustees Equal Employment Opportunities Officer.

If appropriate, the agreed solution to the issue should be documented and signed by both parties. If the issue is still not resolved the complainant may write a letter to the Board of Trustees and their procedures will then apply.

As of right, school staff may call in their union representative or a support person at any time during proceedings.

If on reasonable grounds an employee of the school believes they have information that a serious wrongdoing is occurring or may occur within the school and wish to disclose that information so that it can be investigated they can make a protected disclosure to the Principal or Chairperson.

See Protected Disclosure Policy and Procedures.