

Do you have a concern or a complaint?

Rationale

A clear, fair policy to resolve concerns and complaints will help to maintain good relations within the school community.

Purpose

To ensure that all concerns and complaints go through the right procedures and are dealt with satisfactorily.

1. To identify the nature of the complaint
2. To provide procedures for the resolution of complaints from:
 - a. Students about other students and / or staff.
 - b. Parents about the school / staff / Principal.
 - c. Staff about other staff / parents / Principal.
 - d. Any members of the school community about the Board or any of its Trustees, or policy process or decisions.

The Nature of the Complaint

The Difference between a Concern and a Complaint

A Concern

is an issue that may be resolved informally directly between the parties involved. Concerns are not expected to have disciplinary, legal or industrial consequences.

A Complaint

is an issue of a serious nature and may involve the consideration of disciplinary, legal or employment consequences. It may involve the Principal or Board of Trustees. An unresolved or repeated concern could become a complaint.

Policy

The 'Concerns and Complaints' process will be respectful of all. The Board will act fairly, following the principles of natural justice.

- All investigations will follow the 'Concerns and Complaints Policy'.
- The resolution of concerns and complaints in a timely manner, by discussion at the lowest level within the school's structure, is encouraged.
- The 'Concerns and Complaints Policy' will be available to the school community.
- Complaints may be resolved through investigation and/or mediation, by either the Principal, the Board or a delegated subcommittee of the Board.
- All explanations and information gathered, will be given full consideration, free of pre- determination or bias.
- All complaints, against employees will be dealt with in accordance with the relevant employment agreement/ legislation, policies of the school and code of practice.
- All concerns and complaints will be treated in confidence.

Do you have a concern or a complaint?

Concern

A Concern: an issue that may be resolved informally directly between the parties involved. Concerns are not expected to have disciplinary, legal or industrial consequences.

Approach the person concerned.

Concern unresolved

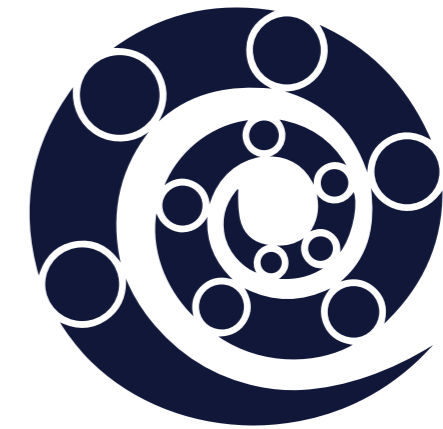
Approach the Principal

Complaint

A Complaint: is an issue of a serious nature and may involve the consideration of disciplinary, legal or employment consequences. It may involve the Principal or Board of Trustees. An unresolved or repeated concern could become a complaint.

Put your complaint in writing, direct it to the Principal or delegated Board member.

For further detail please refer to the 'Concerns and Complaints Policy'.



West Gore School

Our Place to Grow
E Kikiri Tātou

Concerns and Complaints Policy

Procedures for dealing with Concerns

A Concern

Is an issue that may be resolved informally directly between the parties involved. Concerns are not expected to have disciplinary, legal or industrial consequences.

- All concerns will be treated in confidence
- The complainant should first speak to the person whose actions or conduct has given rise to the complaint.
- To give the concern full attention, a time is to be arranged to discuss the matter.
- If the complaint is
 1. not resolved, or
 2. if the complainant feels unable to speak to the person, or
 3. where it would be inappropriate to do so, or
 4. if the matter does not involve a particular person then the complainant should speak to the Principal.
- If the concern is unresolved it should be put in writing and directed to the Principal (or delegated board member) as soon as possible. This complaint must be fully detailed and signed.

The concern now becomes a complaint.
(see Procedures for dealing with Complaints)

Procedures for dealing with Complaints

A Complaint

is an issue of a serious nature and may involve the consideration of disciplinary, legal or employment consequences. It may involve the Principal or Board of Trustees. An unresolved or repeated concern could become a complaint.

Making a Complaint

- Serious matters or unresolved concerns should be put in writing and directed to the Principal as soon as possible. This must be fully detailed and signed.

This now becomes a complaint.

All written complaints should be directed to the Principal UNLESS...

1. it relates to the Principal, then it should be put in writing and directed to the Chairperson of the Board of Trustees as soon as possible.
 2. it relates to the Board, then it should be put in writing and directed to the Chairperson of the BOT.
 3. it relates to the Board Chair, then it should be put in writing and directed to the Deputy Chair.
- Support will be given to the complainant if s/he has concerns about expressing the matter clearly in writing. The matter can be discussed, in confidence with the Board Chair (or another delegated Board member) to enable them to assist in this process.
 - All complaints will be treated in confidence.
 - Complaints may be resolved through investigation and/or mediation, by either the Principal, the Board or a delegated subcommittee of the Board.
 - If the 'Concerns and Complaints Policy' has not been followed, the Board will normally return the letter of complaint to the writer and ask that they follow the procedure first.

A Complaint to the Board of Trustees

- The Board needs to formally receive a complaint in order to act on it.
- Any complaint to the Board must be received in writing five working days prior to the advertised Board of Trustees meeting.
- The Board Chair and/or Complaints committee of the Board will acknowledge the receipt of the complaint and meet to determine how the complaint will be resolved.
- An outline of the complaint, the timeframe and expectations for the resolution of the complaint, will be sent to all those involved.

Investigation and Mediation

- A full copy of the Board's 'Concerns and Complaints Policy' will be provided to the complainant and to the subject of the complaint.
- The subject of the complaint shall be given opportunity read the complaint, to seek independent advice and have time to prepare a response.
- All parties to a complaint, may bring a support person to any meeting where the issue is to be discussed.
- All complaints, against employees will be dealt with in accordance with the relevant employment agreement / legislation, policies of the school and code of practice.
- All investigations will be carried out in a procedurally fair manner. Explanations and information gathered will be given full consideration free of pre- determination or bias.
- The Board may choose to use an independent investigator.
- The subject of the complaint is required to answer questions and provide explanations, either personally, or through a representative.

Resolution

- All complaints and details of any conditions of employment that may arise from a resolution of the complaint, will be treated in confidence by all parties, except where there is a legal requirement to report.
- The Board recognise that not all complainants will be satisfied with the outcome of a complaint and will allow the complainant to ask for one reconsideration of the issue.

E kikiriri tatou.