

# COMPLAINTS

## RATIONALE

To provide a process for pupils, parents/caregivers, teachers and staff to express constructively, without fear of reprisal, any concerns regarding people or procedures at the school. Correct procedures for addressing complaints constructively will ensure that matters are dealt with honestly and fairly, and will help develop a climate of trust in keeping with our Catholic Character and Charter goals.

## PURPOSE

1. To provide students with the right to express their concerns regarding the emotional and physical safety and wellbeing of themselves or others.
2. To provide parents/caregivers with the right and responsibility to express their concerns about student's progress, wellbeing and development and about matters relating to professionalism, management and/or leadership.
3. To provide teachers with the right and responsibility to express their concerns about student's progress, wellbeing and development and about inappropriate parent/caregiver behaviour.
4. To provide all staff with the right and responsibility to express their concerns about matters relating to staff professionalism and management or about inappropriate student/parent/caregiver behaviour.
5. To ensure all complaints received are acknowledged, investigated by the appropriate authorities and the findings reported back to those concerned.
6. To ensure all complaints are dealt with, maintaining appropriate confidentiality.
7. All parties concerned, if dissatisfied with the result of the investigation, have the right of recourse to higher authorities.
8. To enable employees to make disclosures about serious wrong doing within their employing organisation without fear of reprisal.

## PROCEDURES

### Student Complaints

1. Where possible, complaints by students should be dealt with at the level of student and teacher. It is essential the teacher keep the senior management team informed of these issues.
2. In the event of a student being dissatisfied with the initial discussion with the teacher, or if for good reason he/she prefers to discuss the matter with the Principal, this option will be available.

### Parent Complaints

1. Where possible, complaints should be dealt with at the level of parent/caregiver and teacher.
2. In the event of parent/caregiver being dissatisfied with the initial discussion with the teacher, or if for good reason he/she prefers to discuss the matter with a member of the Senior Management Team, this option is available.
3. In the event of parent/caregiver being dissatisfied with the Senior Management, or if for good reason he/she prefers to discuss the matter with the Principal, this option is available.
4. In the event of parent/caregiver being dissatisfied with the response from the Principal, or if for good reason he/she prefers to discuss the matter with the Board Chairperson, this option is available.

### Teacher/Staff Complaints

1. Teacher/Staff should first discuss concerns with a member of the Senior Management Team and together decide upon the appropriate approach to parent/caregiver or other persons involved.
2. The Senior Management Team has the right to be present at a meeting between teacher and parent/caregiver, if the Principal deems this to be advisable.
3. The Principal, if dissatisfied with the results of the discussion with the parent/caregiver, may approach the Board of Trustees.
4. Teacher/Staff who wish to complain about a member of the Senior Management should first discuss this with another member of the Senior Management Team and/or if not satisfied they may approach the Board chairperson.

### Lines of Communication

1. All concerns should follow the correct lines of communication. This would normally be as follows:

Student ⇒ Parent/Caregiver and/or Teacher/Staff member ⇒ Senior Management Team ⇒ Principal ⇒ Board of Trustees

2. It is important that concerns are reported to the appropriate person and that person keeps the next person in the line of communication informed.
3. Concerns and complaints may be done verbally or in writing.
4. The Principal will involve professional agencies as required.
5. The Board of Trustees, upon receipt of a written complaint shall receive the Principal's and/or Board Chair's report on the matter before deciding what action will be taken.

### PROTECTED DISCLOSURES

1. A copy of The Protected Disclosures Act 2000 is kept in the school office or can be viewed at <http://www.legislation.govt.nz/act/public/2000/0007/latest/DLM53466.html>
2. A disclosure may be made by an employee to the Principal, Board of Trustees Chairperson or "appropriate authority" as defined by the Act.

Approved: .....  
(BOT Chairperson)

Board Meeting Date:

Latest Review Date: 3 Nov. 2016

Review Committee: Carolyn Massey, Kathryn Powick, Abba  
Fidow, David Randall, Andy  
Thompson

Consultation: Staff, Board of Trustees, Parents

