

BROWNS BAY SCHOOL

POLICY

SUBJECT: Concerns / Complaints

AREA: Personnel

PURPOSE:

To provide a clearly defined process for dealing with concerns and complaints which will ensure fairness to all parties.

GUIDELINES:

The Principal and / or the Board of Trustees will

- Ensure there is consistency when dealing with concerns or complaints and that fair and correct procedures are followed.
- Deal with concerns or complaints in line with the procedures laid out below.
- Recognise and safeguard the rights of both complainants and of staff or students involved.

PROCEDURES:

CONCERNS

- From time to time concerns will arise from parents (or other members of the public) in relation to school activities or operations. These will generally be where there is a query or clarification is sought.
- These concerns must initially be addressed with the person to whom the concern is most pertinent (often the class teacher).
- Should the person with the concern not be satisfied, they should address it with the Senior Leadership person responsible for the area of the school - Deputy Principal (especially for Year 5-6), Associate Principal 2 (for the Year 3/4 area) or the Associate Principal 1 (for Year 1-2 area).
- The Principal and subsequently the Board of Trustees could be approached after these steps have not brought satisfactory resolution.
- Where Board members have concerns expressed to them directly about school management issues, they should refer these back to the source of the concern.
- Concerns of a governance nature can be brought to the attention of the Board if deemed appropriate.

COMPLAINTS

- Complaints are of a more serious nature and must be made in writing addressed to the Principal.

- If the complaint is about the Principal or a governance issue it should be addressed in writing to the Chairperson of the Board of Trustees
- Acknowledgement of receipt of a complaint should be made within 48 hours. This should include an indication of how it is to be addressed and a specific time frame in which a further response will be forthcoming.
- Where a complaint has been made to the Principal and has not been satisfactorily resolved, the complainant could lodge the complaint with the Board chairperson. This must also be in writing
- Where the Principal (or the Board Chairperson) receives a complaint that they consider more appropriately dealt with by other personnel, the complaint may be handed to the appropriate person. However, the Principal (or Chairperson) should provide the acknowledgement of receipt and further correspondence and reporting should be done through the Principal (or Chairperson).
- Most complaints will be resolved by discussion with complainants. If the handling of the complaint becomes complicated, or the complaint has serious implications, the Principal should seek NZEI assistance from an industrial advocate/field officer or NZSTA industrial officer.
- Any discussion by the Board regarding a complaint against a staff member is to be in-committee.
- The Board can establish a “close-off” point, where once they are satisfied that they have done all that could be reasonably expected, they refuse to enter into further discussion.
- Principal is to advise School Insurers at the earliest if he/she believes the issue may lead to litigation at a later date.
- A copy of the BOT complaints process will be available on the school website and mentioned in the School Newsletter early in the school year.