



Policy on: Complaints

Rationale

The principal, Board of Trustees and teachers at Matakana School are committed to creating an environment where complaints and concerns are managed in a timely, professional and amicable manner to achieve positive resolution.

Purpose

- To ensure that the complaint is thoroughly investigated
- To ensure any employee, student or other person involved in a complaint has every opportunity to present his or her defence against allegations that may be made
- To ensure the privacy of the parties concerned in the complaint is maintained throughout the investigation
- To ensure appropriate action is taken promptly in the event that a complaint is found to be justified.

This policy is intended to be consistent with the requirements of the Privacy Act 1993

Date Reviewed and Date of Next Review	Date Adopted	Signed – BOT Chair
7/03/2011	28/03/2011	
March 2012		

Guidelines

1. When there is a written or verbal complaint made that relates to any employee of the Board of Trustees, or student, **the complaint should firstly be directed to the teacher concerned for resolution.** The teacher should attempt to resolve the issue and should advise the Principal that a complaint has been made. The teacher will notify The Behaviour Panel if the complaint relates to student discipline and/or behaviour management.
2. If the teacher is unable to resolve the issue immediately, the teacher will date and document the complaint, including what action has been taken by both parties in an attempt to resolve the complaint. If appropriate, the teacher will refer the matter to the syndicate leader, DP or AP. The Principal will be notified.
3. If the syndicate leader, DP or AP is unable to resolve the issue, they will date and document any further action that may have been taken by both parties in an attempt to resolve the complaint. The syndicate leader will then refer the matter to the Principal.
4. The Principal will contact the family concerned and arrange a meeting between family and teacher (if appropriate) at a time convenient to all.
5. A support person for the family or teacher can be invited to attend the meeting with the Principal. The role of the support person is to support the relevant individual/s, take notes and if required clarify any aspect of the discussion that requires clarification.
6. The Principal will document the outcome of the meeting and provide a copy for all parties. The Board of Trustees will receive the documentation if the complaint proceeds to Board level.
7. The Principal will advise the Board Chair of any unresolved complaint. The Principal will keep the Board Chair informed until a resolution is achieved.
8. The meetings will be handled in a confidential, sensitive and professional manner by all parties.
9. If the complaint remains unresolved following discussion, the family has the option of putting their complaint in writing and address it in confidence to the Board of Trustees. Communication addressed in confidence to the Board will be dated on receipt and forwarded unopened to the Board Chairperson on the day it is received by the school. Communication should be addressed to: The Chairperson, Matakana Primary School Board of Trustees (Private and Confidential). The Chairperson shall acknowledge receipt of the complaint. Depending on the nature of the complaint, the Board may seek independent and/or external advice prior to supporting any recommendations or making a decision relating to a complaint. All complaints made against any employee of the Board of Trustees, student or parents that proceed to

Board level will only be discussed during the in-committee part of the Board meeting.

10. Verbal complaints received directly by Board members should be referred to the appropriate step in the complaints procedure.
11. A **complaint made against the Principal** needs to be put in writing and addressed to: The Chairperson, Matakana Primary School Board of Trustees. (Private and Confidential). As in (9), any communication that states the content is Private and Confidential will remain unopened, date stamped and forwarded to the Board Chairperson. The Principal will be given a copy of the complaint. The Board will seek independent and/or external advice before investigating, evaluating and attempting to resolve the issue.
12. Any **complaints made against non-teaching staff** will be directed to and handled by the Principal. The principal will keep the Board Chair informed.
13. Any **complaints made against parents** will be directed to and handled by the Principal. The principal will keep the Board Chair informed.
14. Any **complaints made against the Board** needs to be put in writing and addressed to: The Chairperson, Matakana Primary School Board of Trustees. (Private and Confidential). As in (9), any communication that states the content is Private and Confidential will remain unopened, date stamped and forwarded to the Board Chairperson. All Board members will be advised, and the Board will seek independent and/or external advice before investigating, evaluating and attempting to resolve the issue.

COMPLAINTS / CONCERNS FLOW CHART

