



Taupo Primary School Complaints Policy

Purpose

To provide a policy that is available to the community that delivers a clear, timely and confidential process to be followed to allow incidents or concerns to be managed by the school. If the community is not satisfied, to define the process to lodge a complaint that protects the rights of the person making the complaint and the person who is being complained about.

Authorised People in this Policy are defined as people authorised by the Board and suitably trained to record incidents, investigate incidents and provide feedback to the community.

This Policy should be read in conjunction with the Health and Safety Policy, Bullying Prevention and Response Policy, and the Behaviour Management Policy.

Guidelines

1. Any complaint or concern will be handled appropriately, fairly and consistently and must be:
 - a. Recorded immediately using the *Complaint or Concern Form* and sent to an authorised person as defined below.
 - b. Acknowledged formally by an authorised person within 24 hours (except in school holidays) or less as appropriate, stating the process for investigation and follow-up, and be given assurance that their concern or complaint will be taken seriously and thoroughly investigated in a timely process;
 - c. Investigated within 7 days (except in school holidays), using the standard investigation form; and
 - d. Followed up within 10 working days or less of the complaint being made, unless an extension of time has been granted for special circumstances.
2. The Principal's role of manager and professional leader requires that the Principal deal with complaints, reporting to the Board of Trustees, receiving and responding to the recommendations of the Board.
3. The Principal may receive personally presented verbal complaints of a significant nature, or by email. The Principal, at their discretion may advise the complainant to submit the complaint in writing.
4. All written complaints must be signed by the complainant and shall be acknowledged in writing upon receipt.
5. Anonymous or unsigned complaints should be disregarded.
6. All meetings with parents or students must be recorded with written minutes and/or audio recording.
7. Complaints will be handled promptly, with care and sensitivity, and in confidence
8. In the first instance, an attempt to resolve the complaint is made by discussion between the complainant and the person being complained about.

9. Any member of the Board who has a personal interest, shall declare their interest and not take part in discussions.
10. Where necessary advice will be sought from outside agencies, including NZEI and NZSTA.
11. When appropriate, the Board of Trustees Liability Insurer should be consulted.

Complaints against the Principal

1. Part 8.3 Complaints/Discipline/Competency of the Primary Principals' Collective Agreement 2010-2012 will apply where necessary.
2. All complaints must be taken initially to the Principal.
3. All complaints about the Principal are to be made in writing *by completing the Complaint or Concern Form*, signed by the complainant and submitted to the Chairperson of the Board of Trustees.
4. The Board of Trustees will delegate the Discipline Committee to investigate any complaints, reporting to the Board at the next Board meeting.
5. The Discipline Committee will carry out the following process:
 - A copy of the letter given to the Principal for a written response.
 - All aspects investigated and a recommendation made to the Board.
 - Advise, support and recommended actions given to the Principal.
 - The Principal may respond to the Board's recommendations.
 - The resolution is recorded in writing and signed by the Principal and the Board Chairperson.
6. All complaints will be discussed by the Board in committee.
7. Resolution of the complaint and advice of this to the parties involved should occur within 10 working days of the complaint being made. Extension of time may be requested and approved by the Chair where the circumstances require it.
8. If appropriate the NZSTA Industrial advisor could be consulted along with NZEI. If outside agencies are involved the BOT Liability Insurers should be consulted.

Complaints against staff

Complaints about teaching or non-teaching staff will be directed to the Principal who will follow Complaints Against Staff Procedure (M31).

Complaints about the Board of Trustees

1. All complaints about the Board of Trustees, as a body or individuals, are to be made in writing, signed by the complainant and submitted to the Board of Trustees via the Principal or Board Chairperson.
2. The complaint will be dealt with by the Board involving NZSTA, NZEI and the Ministry of Education where deemed necessary.
3. Unresolved complaints will be advised to contact the MOE.

Complaints about Pupils

1. The Principal, Deputy Principal or Teacher will deal with each complaint according to the circumstances and in accordance with the School Wide Behaviour Management Plan.
2. Although the school does not have responsibility for the actions of pupils outside the school environment and *school hours*, the school will at times adopt a community pastoral care role.

3. The school may involve parents, Oranga Tamariki, or police if the situation is deemed serious enough by the Principal.

Complaints by Pupils

The Principal, or Deputy Principal, or Teacher will deal with each complaint according to the circumstances in accordance with the School Wide Behaviour Management Plan.

Complaints by Staff members against other Staff or the Employer

All complaints of this type are to be dealt with in accordance with Part10 of the Primary Teachers' Collective Agreement 2010-2012.

Complaints about Parents

1. The Principal will deal with all complaints about parents. For the complaint to be considered, the alleged action must have taken place within the school environment (either at school or at a school function or on a school trip). The Board will be kept fully informed of the situation. Full documentation will be recorded. If unresolved a Special Board of Trustees meeting may be called.
2. If the situation involves a breach of any law, or is deemed necessary, the Chairperson of the Board of Trustees will be notified immediately and a recommendation to the parties concerned made to contact the police or their personal legal representative and the Board of Trustees Liability Insurer should be consulted.