

WAIPARA SCHOOL

CONCERNS AND COMPLAINTS POLICY

FROM	ABOUT	CONTACT
School Parent	School Organisation	Principal
School Parent	School Governance/BOT	Principal
School Parent	Principal	Principal / BOT
School Parent	Teacher	Teacher
School Parent	Class Matter	Classroom Teacher
School Parent	Parent	Principal
Staff Member	School Organisation	Principal
Staff Member	Principal	Board Chairperson
Staff Member	Student	Classroom Teacher or Principal
Staff Member	Colleague	Colleague and / or Principal
Student	Student	Classroom Teacher or Principal
Student	Teacher	Principal
Student	Class Matter	Classroom Teacher
Community Member	Any School Matter	Principal

1. In this policy a concern will be defined as an informal complaint. It is usually when someone is troubled or anxious about a certain action or situation. A complaint is a formal expression of dissatisfaction, always expressed in writing. A concern can turn into a complaint. All complaints will be dealt with through open lines of communication.
2. Parents have rights, which allow them to raise concerns about any matters concerning their children. These rights have to be respected at all times.
3. Students have the right to raise concerns about any matters. These rights have to be respected at all times. Serious concerns raised by students may, at the Principal's discretion also be discussed with the student's parents / caregivers or outside agencies.
4. If you complain to a board member, you will be encouraged to resolve the issue using the guidelines above, and the board member will inform the Principal and Board Chair.
5. The Principal and Board of Trustees will abide by relevant Contract Agreements.
6. Those making complaints and those have complaints made against them will be informed of the Board's investigation / action.
7. All participants to the action of a complaint are to maintain confidentiality of information and documentation.
8. Staff members have the right to be represented or supported by their union, colleagues, a friend or whanau at any time through the process.
9. The Principal has the main responsibility for deciding what course of action to take to resolve any concerns or complaints. The following principles apply:

- All concerns / complaints should be acknowledged
- All concerns / complaints should be referred directly to the contact on the table page 1
- All concerns / complaints put in writing to the BOT must be signed by the complainant
- Parents, community and staff need to understand the school policy on Concerns and Complaints

Confidentiality

10. Staff will be reminded annually of the need to keep certain information relating to the school confidential. The Principal and the Board of Trustees, if involved are also bound by this confidentiality agreement.

Staff Concerns

11. All staff will be made aware annually of the Protected Disclosures Policy and the process for making a complaint.

Principles

12. Complaints and concerns will be dealt with efficiently and appropriately.
13. The complainant should discuss their concern with the person who is the subject of the concern in the first instance, where appropriate. If this is not appropriate, then the Policy relating to Protected Disclosures or Harassment must be followed.
14. The Principal will deal with concerns and will keep the Board Chair informed. The Principal and Chairperson will determine at which point the full Board should be informed.
15. Protected Disclosures are to be handled under the terms of that Policy, please refer to the Policy.
16. Allegations of sexual or racial harassment or gross misconduct will be dealt with under the provisions outlined in the Collective Employment Contract and the guidelines in the Sexual Harassment Policy.
17. Any staff member who is the subject of a complaint will be advised of their right to be represented or supported by another person of their choice.
18. All information relating to a concern or complaint will meet the requirements of the Privacy Policy.
19. Any documentation will be held in the staff member's personal file.

Contract Provisions and the State Sector

20. The provisions of employment contract must be followed at all times. Remember that:
 - The actions of employers, including those of Principals acting as representatives of employers, are subject to scrutiny through the personal grievance process
 - Boards are required to operate personnel policies that ensure fair treatment for employees and provide good and safe working conditions

- The requirement to provide good and safe working conditions includes a responsibility to protect staff against malicious and unfounded allegations

Good employers will develop policy to guarantee fair treatment to employees which:

- Is protective of the staff's good name and professional standing
- Maintains a school climate within which staff can work confidently
- Ensures appropriate action to resolve concerns
- Is consistent and open so that whatever the complaints, staff know how it will be dealt with

Documenting Complaints

21. During the process, all actions must be documented. The documentation must be sighted and signed by all parties to give confidence that this represents a logical sequence in dealing with complaints. The flow chart must be read alongside the relevant contract. School policy should clearly state the process.
22. If the contract's Disciplinary Procedures are invoked, the staff member must be told of the improvement required, given a reasonable chance and assistance to achieve, and be advised of the consequences if the problem continues. Confidentiality must be maintained.

Signed Victoria McGuckin
Date 26.09.2019

Guidelines for Concerns / Complaints

If you have a concern about any aspect of your child's education at Waipara School, follow this procedure.

If you have a concern about the Principal, follow this procedure.

