



# COMPLAINTS POLICY AND PROCEDURE

## ***RATIONALE:***

The Board is required to act in accordance with the Codes of Conduct set out in the Charter. The Board is legally bound to be a good employer.

## ***PURPOSE:***

To provide a procedure for complaints concerning school staff or students to be processed in a manner which is just and fair to all concerned.

## ***GUIDELINES:***

- The role of the Principal as professional leader and manager of the school is recognised.
- For classroom issues caregivers must approach the class teacher first. If after this direct approach the problem is unresolved contact with the Principal may then be made.
- For issues outside the classroom the initial approach may be made to a teacher or directly to the Principal.
- All complaints will be responded to as soon as is practical.
- Documentation of serious complaints and actions taken will be recorded by the Principal.
- The Principal will abide by the relevant contract agreements and school policies.
- The Principal will report to the Board of Trustees Chairperson on resolution of and actions taken on serious complaints which are resolved without recourse to the Board.
- If a problem remains unresolved after contact with the Principal, complainants are invited to approach the Board of Trustees chairperson in writing, so that the problem may be placed on the agenda to be discussed at the next scheduled Board meeting.
- If approached directly by parents with a complaint, Trustees will, in accordance with the Board code of conduct, remind the complainant of the Complaints policy and direct them to the correct person.
- Those making complaints and those having complaints made against them will be informed of the Board's investigation and any subsequent action in writing.
- All participants to the action of a complaint are to maintain confidentiality of information and documentation.
- At all times the Board of Trustees and all staff will comply with the provisions of the Privacy Act 1995.
- Where appropriate, outside mediation may be sought from organizations such as NZSBA, PPTA, NZEI.
- Anonymous complaints will not be investigated.

***Ormond School Board***