

**BATHGATE PARK SCHOOL**

COMPLAINTS POLICY

The school responds to complaints in a fair and consistent manner and in accordance with the relevant Employment Contracts, legislation and codes of conduct.

Purpose:

1. To ensure consistency when dealing with complaints concerning school staff of children.
2. To ensure consistency when dealing with complaints between school staff.
3. To ensure consistency when dealing with complaints concerning the actions of parents.
4. To deal with complaints in accordance with procedures established by the Board.
5. To put in place disciplinary and corrective action as required.

Guidelines:

1. The initial contact should be made with the teacher concerned to try and resolve the matter. This can be done by meeting in person or sending an email outlining your concerns.
2. Concerns will be dealt with by the school using the process set out in the Procedure for Concerns.
3. If the concern is not resolved through this process, a formal complaint may be made. This must be done in writing to either the Principal or the Chairperson of the Board of Trustees. The process set out in the Formal Complaints Procedure will be followed once a complaint has been received. It is helpful for the complaint to include as many details as possible, including details of efforts to resolve the issue.
4. The Principal will deal with complaints regarding the day-to-day operations of the school. Written documentation will begin. Complaints with wider implications and legal responsibility will be discussed with the Chairperson.
5. Complaints to the Board must be put in writing and addressed to the Chair of the Board. They will then deal with the complaint by:
6. Referring it to the appropriate person or party to deal with and/or
7. Ask the Board to consider the complaint and respond appropriately
8. Respond to the complainant in writing.
9. Formal complaints against any staff member will be dealt with using the Complaints Procedure against Teaching and Support Staff.
10. For any complaint, when the Principal or Chairperson receives the complaint, they will contact the person who has sent it to discuss further action.
11. The BOT will be notified of all formal complaints.
12. All complaints will be treated in confidence, however, any person included in a complaint must be informed of the details of the complaint and be given an opportunity to address the complaint.

Documentation Supporting Policy:

Procedure for Concern

Procedure for Formal Complaints

Community Concerns & Complaints Process Flow Chart

Staff Complaints Flow Cart

**Procedure for Concerns**

**Anyone with a concern is encouraged to discuss the matter with the person involved as soon as possible to prevent issues escalating.**

Classroom Issues

1) If you have a concern about a classroom matter you should firstly discuss the matter with the class teacher – either in person or in writing; then the Principal; and finally the Board of Trustees.

2) If the response provided by the school does not fully address your concerns, you may wish to take the matter further by making a formal complaint (see Formal Complaints Procedure)

Other Concerns

1. If you have a concern about a matter which you do not feel able to discuss with the teacher directly or which does not involve a particular teacher, you may contact the Principal or a member of the Board of Trustees.

In all cases, if a concern is not resolved, a formal complaint may be laid.

**Procedure for a Formal Complaint**

**In some cases, such as when your concern cannot be resolved, you may wish to make a formal complaint.**

* + - 1. Write down your complaint giving details of the issue, including details of efforts that have been made to resolve the matter. Include your name and contact phone number.
			2. Address your written complaint to the Principal or to the Chairperson of the Board of Trustees. Ask for assistance at the school office if you are unsure how to go about delivering your complaint.
			3. Complaints will be acknowledged immediately upon receipt or, if that is not possible, within 48 hours, giving assurance to the complainant that the issue will be investigated.
			4. When a complaint is received, the Principal and the Chairperson of the Board of Trustees or if the complaint is about the Principal, the Chairperson and another Trustee, will discuss the matter with you before deciding what further action should be taken. You may have a support person with you when you discuss the complaint, if you wish. This meeting will be documented.
			5. Your complaint will generally be treated in confidence. However, in the interests of natural justice any persons included in a complaint must have the opportunity to hear all details about the complaint and reply to it. A copy of the complaint will be given to the person about whom the complaint has been made, together with a copy of the school’s complaints procedure.
			6. The complaint will be investigated by talking to the person about whom the complaint has been made, who may be accompanied by a support person if they wish, and interviewing anybody else who may have had a part to play in the incident. Written statements will be taken.
			7. Depending on the nature of the complaint, the matter may be referred to the Board of Trustees for consideration and action.
			8. The Principal or BOT will decide what steps will be taken as a result of the investigation and will ensure that a record of the process is kept.
			9. You will be informed of the outcome of the investigation.
			10. In dealing with complaints, employers must act in accordance with conditions of relevant employment agreements and current legislation.
			11. If you are dissatisfied with the outcome of the complaint you may write to the Board of Trustees for a review of the complaint. A review should be completed by the Board within 28 days of the referral.
			12. Parents may complain to the Ministry of Education if they are not satisfied with this complaints process. In this situation, the school will liaise with the New Zealand School Trustees Association.
			13. Complaints about the Board of Trustees (not individual trustees) may be directed to the Office of the Ombudsman.
			14. For staff concerns/complaints against another member of staff please refer to the procedure for staff where a similar process is to be followed.
			15. Complaints concerning parent actions towards staff = teachers are to notify the Principal. The Principal will discuss the incident with all parties. Steps that may be taken could be:
1. Conversation had with the parent and / or
2. Letter notifying the parent of their behaviour and outlining future expectations.
3. At any time, an unsafe situation is created and the parent is not acting in a safe and / or reasonable manner the Police may be called.
4. Board Chair and Principal may put forward a trespass order.

Approved Date: 19/10/2020

Review: October 2021