



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.

Procedures:

1. The initial contact should be made with the teacher concerned. The teacher will keep the Principal informed. Written documentation will begin.
2. If unresolved the matter will be referred to the Principal. If there is no resolution, the matter will be referred to the Chair of the Board.
3. 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.
4. Complaints to the Board will be put in writing and addressed to the Chair of the Board. They will then deal with the complaint by:
 - a) Referring it to the appropriate person or party to deal with and/or
 - b) Ask the Board to consider the complaint and respond appropriately
 - c) Respond to the complainant in writing.
5. Board members receiving complaints relating to management matters should direct that the complainant speak to the Principal in the first instance.
6. In cases of a complaint against the Principal, which remains unresolved in the first instance, a formal written complaint must be made to the Board's Chair.
7. The complainant is informed by the Principal or the Chairperson of the outcomes.
8. For some complaints outside mediation may be sought from outside organisations such as STA or NZEI.
9. In dealing with complaints, employers must act in accordance with the conditions of the relevant and current employment contract(s).
10. For staff concerns/complaints please refer to the procedure for staff where a similar process is to be followed.
11. In 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:

- a. Conversation had with the parent.
- b. Letter notifying the parent of their behaviour and outlining future expectations.
- c. At anytime an unsafe situation is created and the parent is not acting in a safe and / or reasonable manner the Police may be called.
- d. Board Chair and Principal may put forward a trespass order.

Approved

Date: 25/11/2019

Review: October 2020

Documentation Supporting Policy:

Community Complaints Flow Chart

Staff Complaints Flow Cart