
Pukekawa School

COMPLAINTS POLICY



Rationale:

It is important to-

- promote open relationships between community and school, so that concerns are voiced and discussed early.
- develop clear guidelines for making complaints and that the procedure for resolution is considerate, responsible and fair to all concerned.

Purpose:

- To ensure people are aware of the procedure to follow if bringing a complaint to the school.
- To ensure positive action is taken to resolve the situation in a manner which is considerate, responsible and fair to all concerned.
- To establish that professional advice may be obtained to assist the parties in resolving the complaint.
- To ensure that the Principal, BOT members and staff preserve strict confidentiality, carefully document all their actions, and be able to show that they have acted fairly and professionally throughout.

Procedures:

We have developed this complaints policy to help guide our school families through the complaints process in the most appropriate and constructive way.

While we strive to work towards meeting the needs of all our children, we understand that at times parents may be unhappy with the way we do some things, or have concerns regarding a particular incident.

We have an open-door policy and any parent or guardian that wishes to, can make a time to speak with the principal. Please understand that while we will listen to what you have to say, this does not mean we will change our policies and day to day school management.

It is also important to understand whether you have a complaint, a concern or are seeking clarification.

If parents or guardians feel moved to make a complaint or raise concerns against we ask that you consider the following.

- *Is it possible that there could be a misunderstanding? We find children can get confused and there may be a simple explanation, which means we can clear things up with you before it escalates.*
 - *Before coming in to a meeting, think about what you want the outcome of the meeting to be.*
 - *Please remember that our teachers care deeply about all the children at our school and do their very best. Please treat them with respect and be constructive in bringing your concerns and complaints to us.*
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- In the first instance all concerns / complaints should be directed to the teacher concerned and / or the Principal, even if the complaint is against the Principal.
 - If the complaint is against the Principal and the person(s) making the complaint does not want to approach the Principal directly, the complaint may be made to the BOT Chairperson.
 - If a complaint is made, the person(s) involved in the complaint will be notified privately by the Principal or BOT Chairperson before any meeting to discuss / resolve the situation.
 - The Principal and staff concerned will attempt to resolve the issue, keeping detailed documentation of discussions and actions taken.

- If the Person(s) making the complaint is dissatisfied with the outcome, they should put the complaint in writing. Complaints are to be addressed to the Principal (or in extreme cases to the BOT Chairperson).
- Letters and comments taken to the BOT and subsequent actions will be recorded in the Complaints Journal.
- If the Person(s) making the complaint is(are) dissatisfied with the Principal's response, they may forward the complaint to the BOT Chairperson.
- The Principal (or BOT Chairperson) will forward copies of all letters of complaint to the staff concerned, arrange meetings with individual parties, noting comments. These should be signed by the parties to verify authenticity.
- If all parties agree, a meeting will be held, facilitated by the Principal or BOT Chairperson.
- If teaching standards are in question, the BOT will normally rely on the professional advice of the Principal but where necessary they may seek assistance from appropriate outside sources to help resolve the situation.
N B: Ensure all legal requirements are met by the BOT as employers.
- The Principal (or BOT Chairperson) shall advise all concerned of the resolutions / conclusions in a manner appropriate to the circumstances.

Date Reviewed: February 2017

Chairperson:

Date:

Complaints Procedures

Approachable Principal / Staff

Regular Open Communication

Prompt action following discussions

Complaint directed to person concerned



Principal (BOT Chairperson) notified



Discussion / Action to resolve situation



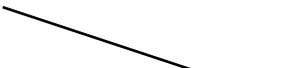
Entry in *Complaints Journal*

Complaint not resolved

Complaint Resolved

Complaint put in Writing to Principal

Discussion / Action to resolve situation



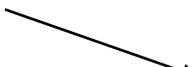
Complaint Resolved

Complaint not Resolved

Complaint in writing to BOT Chairperson

Discussions with individual parties / notes recorded

Combined Meeting facilitated by Principal or BOT Chairperson

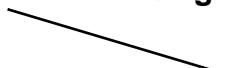


Complaint Resolved

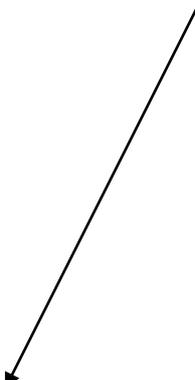
Complaint not resolved

Outside advice or assistance may be requested

Further action discussed / agreed upon



Complaint Resolved



All parties informed of resolution / conclusion