

COMPLAINTS POLICY

KEY PRINCIPLE

Issues raised by students, staff, parents/whanau and members of the school community will be recognised and resolved in order to assure the best educational outcomes for students and facilitate confidence in school processes.

Papakowhai School will make a genuine effort to resolve all concerns and formal complaints, verbal or written.

GUIDELINES FOR CONCERNS (See Appendix 1)

1. Concerns will normally follow the process set out in the Procedure for Concerns (Appendix 1) unless there are culturally specific circumstances that require a different process.
2. Judgment about who should deal with a concern will be made when the concern is received, and appropriate steps taken.

GUIDELINES FOR FORMAL COMPLAINTS (See Appendix 2)

1. Formal complaints must be made in writing and should be addressed to the Principal or where this is not appropriate the Presiding Member who will follow the process set out in the Formal Complaints Procedure (Appendix 2).
2. The Principal will report all formal complaints to the Board. All enquiries carried out by the school in relation to complaints will follow the principles of natural justice. Legal requirements and the procedures of any related employment contracts will be adhered to.
3. Complainants have a right of review to the Board if dissatisfied with the Principal's handling of the Complaint.
4. A copy of this Complaints Policy is available from the school office and on the website.

CONCERNS AND COMPLAINTS PROCESS FLOWCHART (See Appendix 3)

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APPENDIX 1

PROCEDURE FOR CONCERNS BY PARENTS AND CHILDREN

a) Children's Concerns

Children are encouraged to talk directly to their teachers whenever a problem arises. They should approach the teacher at a suitable time, e.g. at the end of the lesson, or during a break time. Issues dealt with as soon as they occur are usually straightforward to resolve. However if the concern is not resolved, children should talk to another teacher, the principal or their parents.

b) Parents/Whanau Concerns

Classroom Issues

(i) Parents or whanau who have a concern about a classroom matter should first contact the class teacher and discuss the matter with her/him.

(ii) Teachers will, wherever possible, respond by the end of the next school day. Teachers will share the concern with the Principal if:

- they feel they need support to address the concern
- the parent does not agree with the actions being taken
- the actions taken do not resolve the issue in a manner acceptable to all parties within a week.

(iii) If you have a concern about a matter which you do not feel able to discuss with a teacher directly or which does not involve a particular teacher, you may contact the school Principal (Mark Smith) or Deputy Principal (Chris Robinson).

(iv) 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 Appendix 2).

c) Staff Concerns

(i) Staff who have a concern should talk directly to the person involved

(ii) If you have a concern about a matter which you do not feel able to discuss with the person involved contact Mark Smith, Chris Robinson, Lesley Hodge, Jemma Simpkins.

(iii) 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 Appendix 2).

APPENDIX 2

PROCEDURE FOR MAKING A FORMAL COMPLAINT

If you are not satisfied with the response to your concern you may wish to make a formal complaint as set out below:

1. Write down your complaint giving details of what it is you are complaining about. Include details of efforts that have been made to resolve the matter. Include your name and contact details.
2. Address your written complaint to the Principal (or to the Acting Principal if the Principal is absent) or to the Presiding Member if appropriate. Ask for assistance at the school office if you are unsure how to go about delivering your complaint. You can email bot@papakowhai.school.nz.
3. When the Principal receives a complaint, he/she 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.
4. The complaint will be investigated by talking to the person about whom the complaint has been made and interviewing anybody else considered appropriate. Written statements will normally be taken. The matter may be referred to the Board for consideration and action.
5. You will be informed of the outcome of the investigation within 10 working days..
6. Your complaint will generally be treated in confidence. However, any person included in a complaint must have the opportunity to hear all details about the complaint and respond to it. They may be accompanied by a support person during discussion of the complaint if they wish.
7. If you are dissatisfied with the outcome of the complaint you may:
 - Write to the Board for a review of the complaint. A review should be completed by the Board within 28 days of the referral.
 - Contact an external agency, eg. Education review office, Teaching Council or Ministry of Education.

Appendix 3

Papakōwhai School concerns and complaints process

