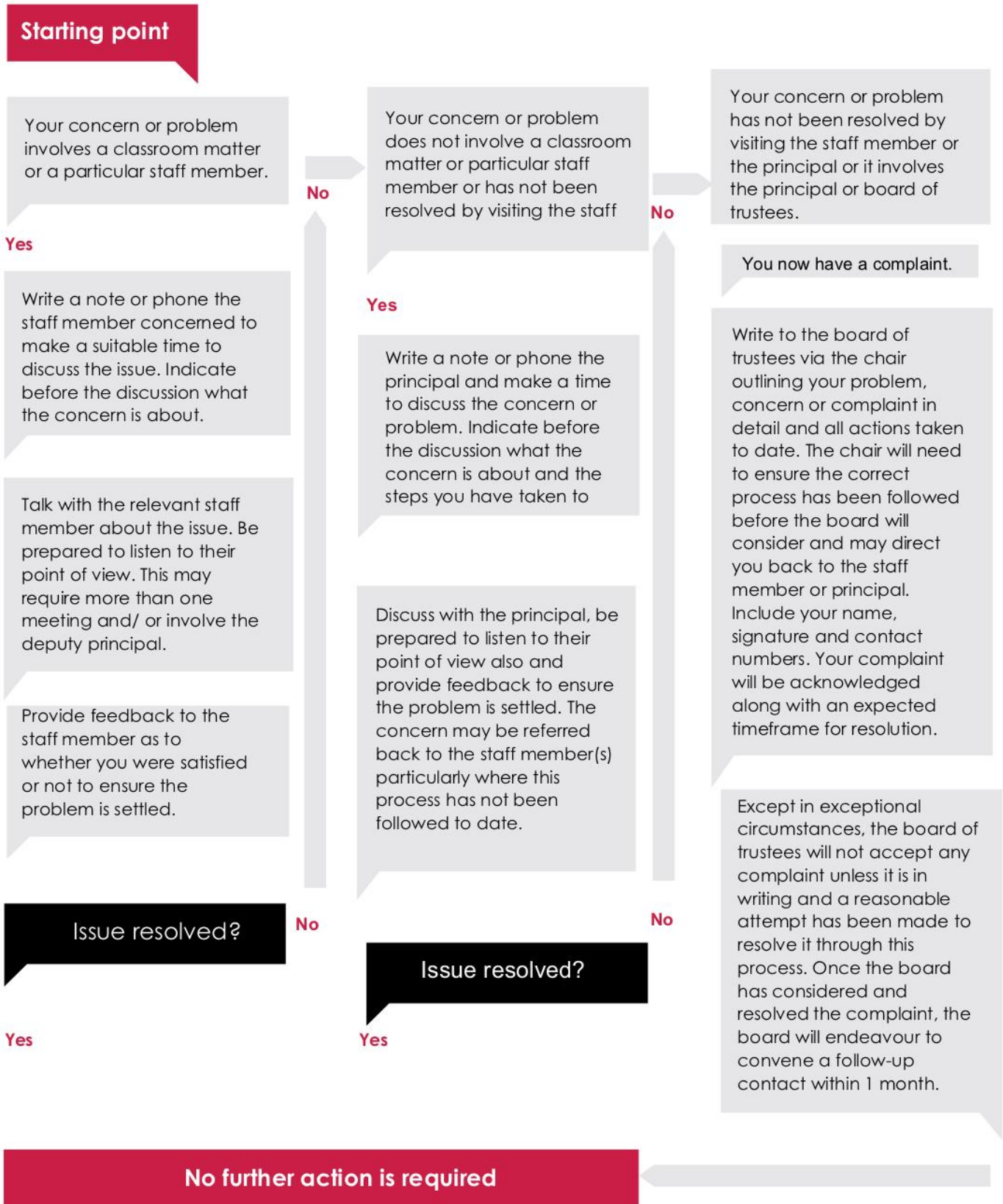


WIS Concerns and Complaints Flowchart



NB Any serious complaint (abuse or inappropriate conduct) must be referred to the Principal and/or BOT Chairperson immediately. Protected Disclosure Policy is available to be used in circumstances that compromise the person identifying the serious situation against persons within authority

COMPLAINTS POLICY

All complaints are to be resolved through open lines of communication to the benefit of all parties concerned. Most complaints can be resolved with communication and a willingness to resolve from all parties. At Whangarei Intermediate School the processes to be used are as follows:

Guidelines

If there are any complaints about teachers, the Principal, other staff members, the Board of Trustees, individual Board members, pupils or parents, the following procedures will be followed. Written records of any complaints made in writing will be kept with a note made of the action taken in the confidential file in the Principal's office. Any complaints about teachers by parents must be brought to the attention of the Principal and the teacher concerned. Any written complaint must include the word 'complaint'.

Complaints against the Principal

1. If a staff member is dissatisfied with the principal, they should contact the principal and discuss the matter following the **Conflict Resolution** process.
2. If there is still dissatisfaction, the staff member should contact the Board Chairperson. All complaints about the Principal are to be made in writing (by each complainant) and submitted to the Chairperson, Board of Trustees - to be discussed in committee. The arranged course of action will be documented with the Principal.
3. As part of this procedure the following will take place. A copy of the letter given to the Principal. All aspects investigated.
4. The BOT will delegate the chair to investigate the complaint, reporting to the Board at the next Board meeting, however if the complaint is considered serious by the BOT Chairperson or unresolved they may call a special Board Meeting.
5. If appropriate the B.O.T. Liability Insurer, NZSTA Industrial Advisor should be consulted.
6. If the complaint is considered serious by the BOT Chairperson, they may call a special Board Meeting. The complaint will be discussed by the Board in Committee and all aspects investigated. The Board may delegate the Chairperson to handle the complaint.
7. Outside agencies such as NZEI and NZSTA will be involved as appropriate.

NB Any serious complaint (abuse or inappropriate conduct) must be referred to the BOT Chairperson immediately

Complaints against Staff

1. If a parent is dissatisfied with, or wishes to know more about something that has occurred while the child is in the care of the teacher, they should contact the teacher and discuss the matter. Discussions are to be held face to face. Email may be used to arrange the meeting time only.
2. If there is still dissatisfaction the parent should contact the Principal who will liaise with the Team Leader.
3. If necessary, a conference with the parent, the teacher, Team Leader, D.P, support personnel and the Principal will be arranged.
4. If there is still dissatisfaction after these procedures have been followed, the complaint should be put into writing and sent to the Board of Trustees.
5. The complaint will be discussed by the Board and Principal in Committee. The Board will delegate the Principal to investigate the complaint, reporting to the Chairperson within 5 days.

NB Any serious complaint (abuse or inappropriate conduct) must be referred to the Principal immediately.

As part of this procedure the following will take place:

1. A copy of the letter given to the teacher.
2. All aspects investigated.
3. Advice and support for the teacher.
4. A conference between the BOT Chairperson, the Principal, and those involved may be necessary.
5. If the complaint is considered serious by the BOT Chairperson and/or the Principal, they may call a special Board Meeting.
6. If appropriate the B.O.T. Liability Insurer, NZSTA Industrial Advisor should be consulted.
7. Outside agencies such as NZEI/PPTA and NZSTA will be involved as appropriate.
8. The Principal should seek assistance from their counselling body at the earliest point of a negotiation or discussion breakdown.
9. The teacher or staff member has the right to seek counsel or representation from their counselling body, mediation or any other appropriate support.

Complaints about the Board of Trustees

1. All complaints about the Board of Trustees, made in writing and submitted to the Board via the Principal, Board Chairperson or Secretary.
2. The complaint will be dealt with by the Board involving STA, NZEI and The Ministry of Education where deemed necessary.
3. Unresolved complainants will be advised to contact the MOE.

Complaints about Pupils

1. The Principal, Deputy Principals or Student Support Person will deal with each complaint according to

- the circumstances and in accordance with the School Wide Behaviour Management Policy.
2. Although the school does not have responsibility for the actions of pupils outside the school environment, the school will at times adopt a community pastoral care role.
 3. The school may involve the parents, Oranga Tamariki, or police if the situation is deemed serious enough by the Principal.

Complaints by Pupils

The Principal or Deputy Principals will deal with each complaint according to the circumstances.

Staff Complaints against Staff

1. If a staff member is dissatisfied with another staff member they should contact the staff member and discuss the matter following the **Conflict Resolution** process.
2. If there is still dissatisfaction, the staff member should contact the Principal who may liaise with the Deputies.
3. If necessary, a conference with the staff members, D.P, support personnel and the Principal will be arranged.
4. If there is still dissatisfaction after these procedures have been followed, the complaint should be put into writing and sent to the Board of Trustees.
5. The complaint will be discussed by the Board and Principal in-committee. The Board will delegate the Principal to investigate the complaint, reporting to the Chairperson within 5 days.

NB *Any serious complaint (abuse or inappropriate conduct) must be referred to the Principal immediately. All complaints of this type are to be dealt with in accordance with section 10 (Complaints/Discipline/Competency) of the Primary Teachers' Collective Contract / Post Primary Teachers Association.*

Complaints about Parents

1. The Principal will deal with all complaints about parents. For the complaint to be considered, the alleged action must have taken place in the school environment (either at school or at a school field trip or function). The Board will be kept fully informed of the situation. Full documentation will be recorded. If unresolved a Special BOT meeting will be called.
2. If the situation involves a breach of any law, or is deemed necessary, the Chairperson of the BOT will be notified immediately, and a recommendation to the parties concerned made to contact the police, or their personal legal representative.
3. The Principal will initiate discussion and negotiation between the parties if requested to do so.

If appropriate the B.O.T. Liability Insurer should be consulted.

Protected Disclosures

Refer Protected Disclosure