

Concerns and complaints - your how to guide

We recognise that people may have concerns or problems at times in regards to the school. We want to hear these and take steps to resolve them in a proactive way. To do this we ask you to use the following processes:

If your concern is about your child's learning, behaviour or class, or is about a specific staff member, speak to the class teachers or staff member concerned. They will look to either resolve issues directly or put you in touch with another staff member who may be better able to support you. If your concern is of a more general nature or if you believe that an issue raised with a staff member has not been resolved, then contact Matt Stockton, Principal.

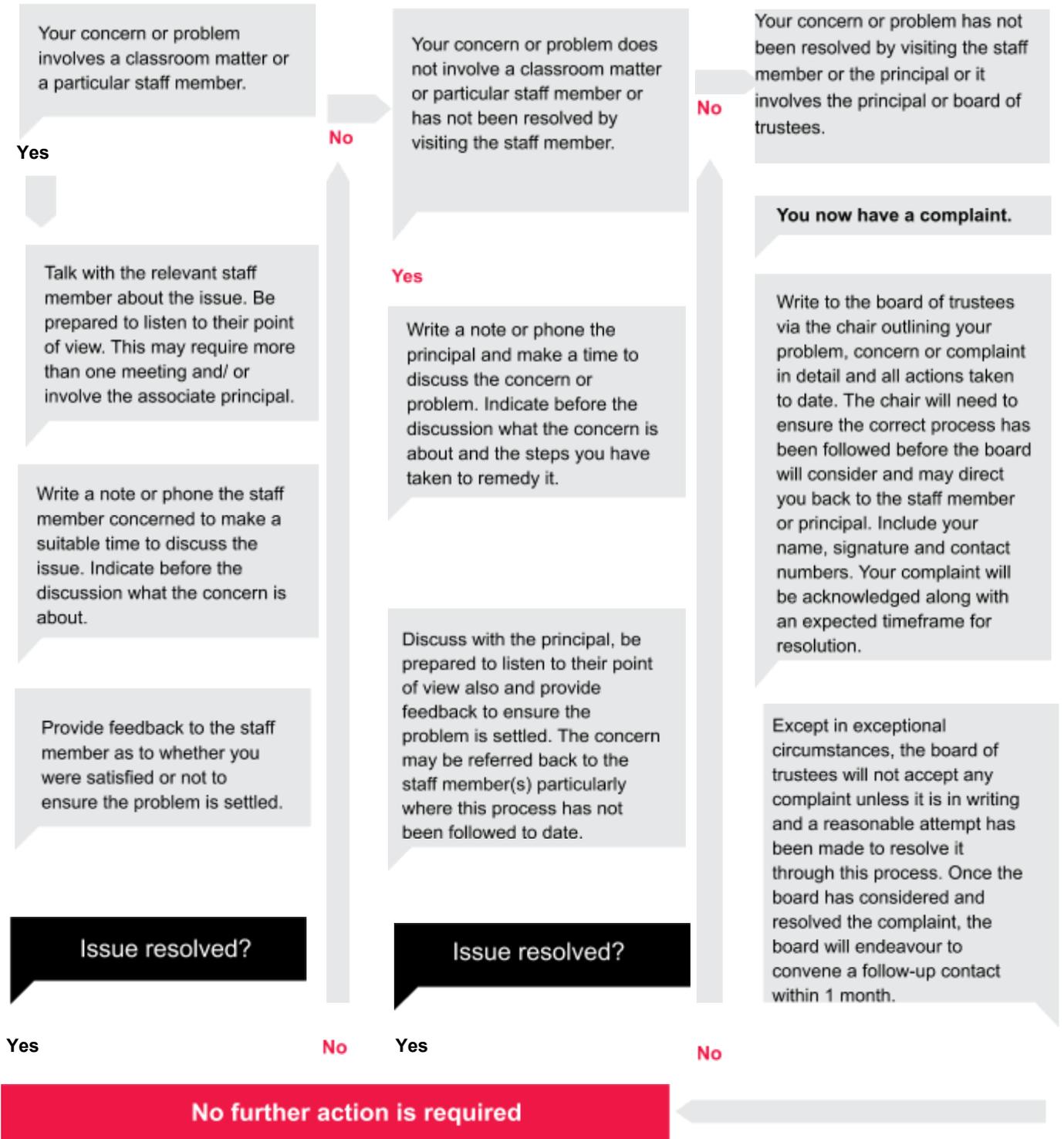
Staff should be contacted either in person (via appointment) or via email and will respond within 48 hours. You are also encouraged to write your concerns down. The staff member will listen to your concerns, share their own views where able and seek to resolve the concern. If further information is required to be collected to aid understanding, or if other staff or outside advisors are requested to be involved in further conversations, an appointment will be made for this. Any outcomes will be shared with you by the staff member either in person or in writing.

If you believe your concern has still not been resolved, you will need to follow the Board's written complaint processes. This is a formal process which can be seen overleaf. It is not appropriate to speak to individual trustees. The Board Chair will consider whether the correct process has been followed before the board will consider it and may direct you back to the principal or staff member. Where appropriate the Board will then convene to consider and resolve the complaint.

If you have any further questions, please contact Matt (matts@whatawhata.school.nz).

C4 Concerns and complaints process

Starting point



C4.1 Board complaints checklist

Once a letter of complaint has been received, the board chair should ensure the following process is followed:

Notes/date completed	
1. Ensure the process has been followed as outlined in the concerns and complaints procedure or is a genuine complaint against the principal or board.	
2. Verify with the principal that any staff (or others) identified in the complaint are aware of the situation and that there has been discussion and attempts to reconcile.	
3. If the complaint or action is employment related or has potential industrial relations implications, contact the NZSTA employment advisory and support centre. For all other complaints, contact the NZSTA governance advisory and support centre if help is required.	
4. Alert the school's insurance broker if appropriate.	
5. Acknowledge the letter of complaint within 7 days and advise the board process, or redirect the complainant to principal, team leader or staff member as appropriate. Report to the board without names or detail at the next meeting.	
6. Once confirmed as a complaint, forward it confidentially to all trustees for consideration.	
7. Board request to principal to present full written report outlining all actions taken, advice received, meetings held and justified decisions made.	
8. Board determines whether the above fully satisfies them of full and fair process. If so, the board supports the principal and advises the complainant.	
9. If not satisfied, the board meets and discusses in committee, determines whether to formally meet the complainant and delegates responsibility to trustee(s) as deemed appropriate.	
10. Board delegates meet with the complainant and discuss the complaint more fully, verifies, investigates and clarifies. Support persons should be confirmed as welcome to attend.	
11. Board delegates report back to full board and recommend actions/decisions.	
12. Board takes appropriate actions, records and formally minutes decisions.	
13. Board advises complainant in writing of its provisional decisions and factors considered in reaching them, within 21 days of complaint receipt, unless otherwise agreed by all parties. Complainant is given opportunity to comment before the board's final decision is reached and given.	
14. Board endeavours to convene follow-up meeting within 1 month of step 9.	