



MICHAEL PARK SCHOOL AND KINDERGARTEN POLICY

COMPLAINTS

Rationale

It is important that the concerns and complaints of students, staff, parents/caregivers/whānau and members of the community and wider public are recognised and, where possible, resolved. It is important to the Board of Trustees that any concerns or complaints are dealt with as quickly as possible in accordance with procedures that are equitable, fair and sensitive to all parties.

Purpose

- To ensure a reliable process for raising and dealing with concerns and complaints is in place
- To deal with concerns and complaints in line with set procedures
- To ensure that corrective action is put in place as required

Guidelines

1. The School will address any concerns and complaints that arise and seek to resolve them where possible.
2. Concerns and complaints will normally be addressed through a process set out in the Procedure for Concerns and Complaints (Appendix 1) unless there are culturally specific circumstances that require a different process.
3. Complaints will be acknowledged within 7 days.
4. In the first instance the Board's preference is for complaints to be resolved between the parties of the dispute.
5. Formal complaints must be made in writing and signed by the complainant. These should be addressed to the Principal, or in the case of a complaint about the Principal to the Chairperson of the Board of Trustees, who will follow the process set out in the Procedure for making a Formal Complaint (Appendix 2).
6. In cases of a staff complaint about a parent, which remains unresolved in the first instance, a formal written complaint may be made to the Board Chairperson.
7. In dealing with all concerns and complaints, the school will act in accordance with relevant employment contracts, current legislation and act as a good employer.
8. Where appropriate, outside mediation or legal advice may be sought by the school to assist in the resolution of a complaint.
9. The Board will be alerted to any matters that may be material to its governance responsibilities.
10. The Board of Trustees will not typically get involved with complaints but may do so where the matter is serious or where, after following standard procedure, the matter remains unresolved. In such cases a properly constituted sub-committee of the Board should undertake further investigation of the complaint and may initiate any actions it deems appropriate.

11. The result of any Principal, College or Board decision in relation to a complaint shall be forwarded to the relevant parties in writing. A meeting may be called to explain the decision and to ensure that the parties understand that decision.

Ratified by Board/RSST:



Signed for BOT/RSST

Date: 11/12/2017