

# MICHAEL PARK SCHOOL PROCEDURE

## Appendix 1: CONCERNS AND COMPLAINTS

### Guidelines

1. A copy of the school's complaints policy and procedures will be available in the office.
2. The school will make a genuine effort to resolve all concerns and low level complaints, verbal or written.
3. Any complaint or expression of concern should be made to the person it is directed at, where appropriate, and parties of the dispute will attempt to resolve the matter.
4. In cases involving a complaint about a staff member, the staff member or the complainant may request support from a colleague. Any meetings should occur outside class contact time.
5. Judgment about who should deal with a concern or complaint will be made when it is received, and appropriate steps taken.
6. Complaints will be acknowledged within 7 days.
7. Formal complaints should be addressed as such to the Principal or, in the case of a complaint about the Principal, to the Chairperson of the Board of Trustees (see Appendix 2: Formal Complaints Procedure).

### Concerns of students

Students who have a concern or complaint are encouraged to talk directly to their teachers whenever such a situation arises. However, if the student feels that this is not appropriate, or the concern or complaint is not resolved, they should approach their Class teacher or Kaitiaki in the first instance or, alternatively, the Dean. The school has a commitment to teaching and using conflict resolution skills. Suggested pathways to resolution:

1. Concerns and complaints may be initially addressed by the teacher and student talking informally, with a support person for the student present if either party wishes for this support.
2. The student's kaitiaki, class teacher or Dean can act as mediator / support person to resolve the concern satisfactorily.
3. Another teacher or a fellow student may be chosen by the complainant as mediator / support person.
4. The School Counsellor is also available as advocate for the student and/or as a mediator between parties concerned.
5. In some situations students may not feel any of the above actions appropriate, or that the course of action chosen has not been effective. In this situation the student may choose to approach the Deputy Principal to discuss the situation verbally. It is useful for the student complainant to have a support person throughout this process. It is also suggested that the student keep a written record.
6. If after such a process a situation remains unresolved a student may choose to lodge a formal complaint in writing (see Appendix 2: Formal Complaints Procedure).

## **Concerns of parents, caregivers, whānau**

If there is a concern or complaint about a classroom, curriculum or wellbeing matter, in the first instance this should be raised with the class or subject teacher who will do their best to resolve the issue. If the concern is to do with administration, then this should initially be raised with the appropriate staff member. Suggested pathways to resolution:

1. If the matter is urgent this should be indicated at the first point of contact.
2. Matters relating to classroom or curriculum should be raised with the class or subject teacher.
3. Matters relating to wellbeing should be raised with the Class teacher or High School kaitiaki.
4. Matters relating to student support plans or individual education plans may be raised with the *SENCO*.
5. Matters relating to administration / finances should be addressed in the first instance to the relevant staff member and, if the matter is not resolved, subsequently to the Business Manager.
6. Teachers may be contacted via their school email (list available from the office) or by phoning the office to set up an appointment or writing to or phoning the teacher concerned. Teachers are unlikely to be available to answer calls during the day, since they will normally be teaching. A message and full contact details should be left with the office asking the teacher to return your call if you would like to speak with the teacher in person. Teachers will, wherever possible, return calls by the end of the next working day. Where a concern or complaint has been made in writing, teachers will try to respond in writing within the week.
7. If the response provided does not fully address the concerns, then the appropriate Deputy Principal or the Business Manager should be approached. They will do their best to resolve the concern, if unsuccessful the Principal may be involved.
8. If after such a process a situation remains unresolved parents / caregivers / whānau may choose to lodge a formal complaint in writing (see Appendix 2: Formal Complaints Procedure).

## **Concerns of Staff**

1. If a staff member has a concern in the first instance this should be raised with the person(s) with whom the concern has arisen and an effort should be made to resolve the issue.
2. If this is unsuccessful the appropriate Deputy Principal or the business manager (in matters relating to administration) will be involved and they will do their best to assist the staff member(s) involved to resolve the issue.
3. Staff complaints should be directed to the Deputy Principal in the first instance or, in the case of a complaint about the Deputy Principal, to Principal.
4. Formal complaints should follow the Procedure for making a Formal Complaint (Appendix 2).
5. In cases of a complaint about a parent, which remains unresolved in the first instance, a formal complaint may be made in writing to the Board Chairperson.