

TAMAHERE MODEL COUNTRY SCHOOL

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Quality Education Today for Tomorrow

Concerns and Complaints Policy NAG - 6

Review Date:

Objectives / Aims

1. Community Goals:
 - A united approach to learning with strong home and school links, together fostering a love of learning.
2. To foster an open and supportive school community, where good ideas are shared readily and concerns addressed positively.
3. Document the appropriate method of airing concerns and making complaints
4. Document how complaints will be addressed.
5. The litmus test for the Board of Trustees is “what is best for children” at Tamahere Model Country School, while maintaining its good employers obligations.

Statements:

Concerns

1. A concern is an issue that is causing worry to a member of the school community.

Complaints

2. A complaint is a serious concern expressed in writing to the Chairperson of the Board of Trustees.
3. Complaints must be in writing and signed.
4. The Board of Trustees welcomes any feedback, but verbal or anonymous concerns will be treated as concerns rather than formal complaints.

Addressing Concerns

1. Where concerns arise, we encourage a common-sense approach with issues raised directly with the relevant staff member. The aim is to resolve concerns as quickly as possible, avoiding undue stress and formality.
2. If satisfactory resolution is not achieved the concern should be raised with a member of the leadership team. The leadership team includes the Assistant Principal, Deputy Principal and Principal. If the matter is not resolved with the member of the leadership team then the concern should be raised with the Principal, if this had not already occurred.
3. Once discussed with the Principal, if the concern remains unresolved the person with the concern may wish to pursue the concern further by making a formal complaint to the Board of Trustees.

Addressing Complaints

1. Ideally a letter of complaint should:
 - Clearly express the concern
 - Explain the reasons for the concern
 - Indicate a desired outcome
2. On receipt of a complaint the Chairperson of the Board of Trustees will:
 - Acknowledge receipt and open a complaint file
 - Inform other Trustees of the existence of the complaint
 - Provide a copy of the complaint to the Principal
 - Determine in their view the most appropriate course of action
 - Inform any other parties as required by legislation, case law or employment agreements and insurers
3. Generally investigation is required:
 - The complaint will be investigated as soon as practicable by person(s) deemed appropriate by the Chairperson
 - The level of confidentiality will be determined by the nature and seriousness of the complaint
 - Any discussion by Trustees will occur “in-committee”, minutes are not publicly available
 - It may be appropriate for the Board of Trustees to invite the complainant to express their views at an “in-committee” session
4. Once the complaint has been adequately investigated, the appropriate course of action will be decided upon
 - Such actions may include communication, changes to school systems, discipline, mediation and referral to external regulatory or support agencies.
 - A letter of response will be sent to the complainant documenting actions taken and any other messages deemed appropriate
 - The Committee will communicate information relating to the complaint and outcomes to the Board of Trustees’ “in-committee”, in the level of detail the Committee believe appropriate, given the nature of the complaint.

5. If the Complainant is unsatisfied with the response they should inform the Chairperson in writing, detailing specific areas of dissatisfaction
- The Board of Trustees will discuss this letter “in-committee” and decide on the next step
 - Mediation chaired by a third party is one option that will be considered

Date ratified:

Principal:

Chairperson:

DRAFT

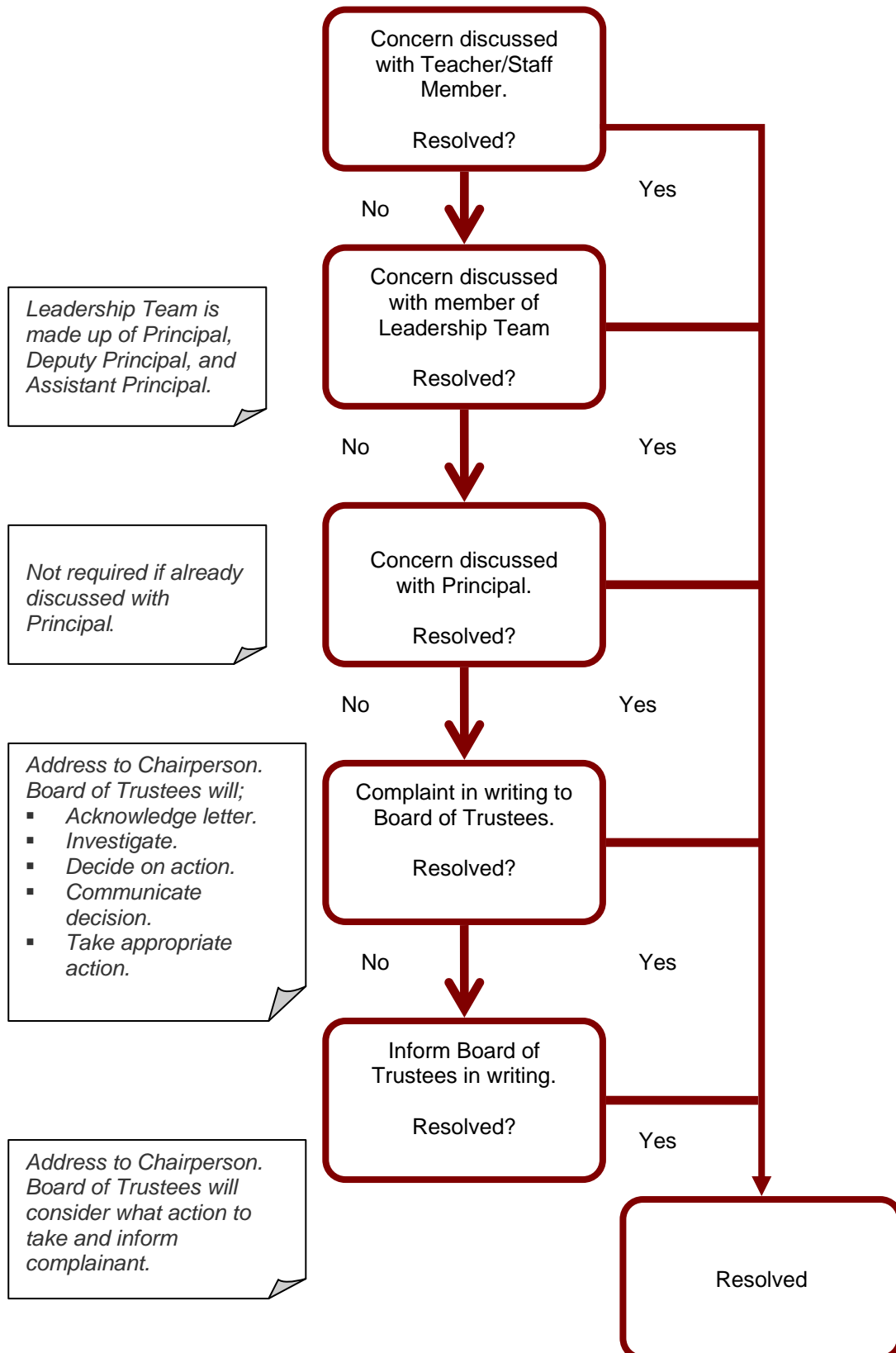
Concerns and Complaints Procedure

Concern

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Please check our web site for the fully policy and details.