

Ross Intermediate School

TE KURA WAENGA O ROSS

POLICY STATEMENT

3.2 Policy – Concerns & Complaints

Rationale:

When complaints are received the appropriate channels of communication will be observed to protect the rights of all concerned. This policy applies to all complaints received.

Purpose:

1. Complaint and concerns will be dealt with efficiently and appropriately using the school procedures.
2. The complainant should discuss their concern with the person who is the subject of the concern in the first instance, where appropriate. If this is not appropriate then the Procedures relating to Protected Disclosures must be followed.
3. The Principal will deal with complaints and will keep the Board Chair informed. The Principal and Chairperson will determine at which point the full Board should be informed.
4. Protected disclosures are to be handled under the terms of that policy, please refer.
5. Allegations of sexual or racial harassment or gross misconduct will be dealt with under the provisions outlined in the CEC.
6. Any staff member who is the subject of a complaint will be advised of their right to be represented or supported by another person of their choice.
7. All information relating to a concern or complaint will meet the requirements of the Privacy Policy 6.3
8. Any complaints received by any Board Members either verbally or in writing will be referred to the principal.

Confidentiality:

Staff will be reminded annually of the need to keep certain information relating to the school as confidential.

Staff Concerns:

Staff will be made aware annually of the Protected Disclosures Policy and the process for making a complaint. Should staff have concerns they are to be raised directly with the principal. Should the principal be the subject of the complaint then they must follow the Protected Disclosures Policy. Minor Concerns, not mounting to Serious Misconduct, against the principal, may be aired with Senior Management.

Summary:

FROM	ABOUT	CONTACT
School Parent	School Organisation	Principal
School Parent	School Governance	Principal
School Parent	Principal	Principal or if not appropriate BOT Chairperson
School Parent	Teacher	Teacher or if not appropriate Principal.
School Parent	Class Matter	Classroom Teacher
Staff Member	School Organisation	Principal
Staff Member	School Governance	Principal
Staff Member	Student	Classroom Teacher or DP or Principal
Staff Member	Colleague	Principal
Community Member	Any school matter	Principal
Student	Student	Classroom Teacher or DP or Principal
Student	Teacher	DP or Principal
Student	Class Matter	Classroom Teacher

Complaints Procedure:

1. Ross Intermediate identifies the difference between concerns and complaints as concerns are those matters that are raised and resolved without reference to the Board of Trustees
2. Parents have rights, which allow them to raise concerns about any matters concerning their children. These rights have to be respected at all times
3. Students have the right to raise concerns about any matters. These rights have to be respected at all times. Serious concerns raised by students may at the principal's discretion also be discussed with the student's parents/ caregivers or outside agencies.
4. Students have the right to raise concerns about any matters. These rights have to be respected at all times.
5. The Principal will abide by relevant Contract Agreements.
6. Those making complaints and those having complaints made against them will be informed of the Boards investigation/ action.
7. All participants to the action of a complaint are to maintain confidentiality of information and documentation
8. The Principal will report to the Board of Trustees on resolution and action on complaints. Such reports will be confidential to the board.
9. Staff members have the right to be represented or supported by their union, colleagues, or friend at any time through the process
10. The Principal has the main responsibility for deciding what course of action to take to resolve any concerns or complaints. The following principles apply:
 - a. all complaints should be acknowledged
 - b. all complaints should be referred directly to the Principal
 - c. the Principal may receive personally presented verbal concerns
 - d. the Principal will ask for the complaint to be put in writing
 - e. written complaints must be signed by the complainant
 - f. unsigned or anonymous complaints will be disregarded
 - g. parents, community and staff need to have access to the school procedure on complaints
11. Any documentation will be held in the Teachers personnel file

Contract provisions and the State Sector Act:

The provisions of employment contracts must be followed at all times. Remember that:

- The actions of employers, including those of Principals acting as representatives of employers, are subject to scrutiny through the personal grievance process:
- Boards are required to operate personnel policies that ensure fair treatment for employees and provide good and safe working conditions.
- The requirement to provide good and safe working conditions includes a responsibility to protect staff against malicious and unfounded allegations.

Good employers will develop policy to guarantee fair treatment to employees which:

- Is protective of the staff's good name and professional standing.
- Maintains a school climate within which staff can work confidently.
- Ensures appropriate action to resolve concerns.
- Is consistent and open so that whatever the complaints staff know how it will be dealt with.

Documenting Complaints:

During the process, all actions must be documented. The documentation must be sighted and signed by all parties to give confidence that this represents a logical sequence in dealing with complaints. But the flow chart must be read alongside the relevant contract. School policy should clearly state the process.

If the contract's Disciplinary Procedures are invoked, the teacher must be told of the improvement required, given a reasonable chance and assistance to attain it, and advised of the consequences if the problem continues. Confidentiality must be maintained.

AT all stages, staff have the right to be represented or supported by their union, colleagues or friend.

Handling Complaints	
Concern lodged • Complainant discusses concern with teacher	Concern Resolved
Concern not resolved- raised with Principal • Complainant raises concern with Principal • Principal and Complainant discuss it with staff member	Concern resolved
Complaint not resolved - Board notified • Complainant puts complaint in writing for the board	
Complaint not resolved -acknowledged by the Board • Board acknowledges complaint in writing to the complainant and undertakes to investigate it	
Complaint not resolved -letter to staff member The Board writes to the staff member detailing • the specifics of the complaint • the date by which the staff member is to respond • the entitlement to support / representation	
Complaint not resolved -to personnel committee • Complaint referred to board's personnel sub committee to consider the complaint and the staff response	Complaint resolved No further action required Letter of closure sent to complainant

Complaint not resolved - letter to staff member <ul style="list-style-type: none"> • Board considers further investigation necessary • Staff member told in writing of the unresolved issues, the date for a meeting and the right to representation 	Complaint resolved Complainant and staff member advised
Final Action on Complaint <ul style="list-style-type: none"> • Meeting between staff member and board (or Sub committee) • Complaint actioned. • Complainant and staff member advised 	

References:

Policy – Protected Disclosures

RATIFIED: 12th May 2009

Leanne Judd
CHAIRPERSON