



Kelston Primary School

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COMPLAINTS POLICY

Rationale

From time to time the school may receive a complaint. This complaint may come from a parent, fellow staff member or student.

Procedures are to be followed to ensure such complaints are dealt with fairly, with due seriousness and with a degree of uniformity.

Purposes

All complaints must be taken seriously and handled in such a way that all information is regarded as confidential to all parties concerned.

Guidelines

Minor Concerns:

1. Parents are encouraged to discuss any minor concerns they may have regarding their children's education directly with the class teacher. (They are also encouraged to make an appointment to ensure a mutually acceptable time).
2. Staff members are strongly encouraged to follow up all minor complaints/concerns with the person making the complaint (after an appropriate passage of time) to discuss perceived developments.
These contacts may need to continue for whatever time is deemed appropriate by the staff member, both for an evaluation of developments and for P.R. reasons.
3. Should the staff member or a parent so wish, or should the complaint be anything but of a minor nature, such complaints are to be referred to the syndicate leader, Assistant Principal, Deputy Principal or Principal.

Major Complaints:

1. Anyone making a major complaint or having a serious concern is requested to make it in writing to the Principal. The staff member concerned will receive a copy.
2. Such complaints/concerns will be investigated by the Principal, with a response (usually written) going to the complainant. Where necessary the Board of Trustees will be advised.
 - A. A copy of the complaint and the principal's response will be kept on the staff member's personal file along with the staff member's written response (staff member having been given five working days to respond in writing).

- B. If the complaint is found to have no substance or the matter is dropped, then any correspondence collected will be disposed of.
- C. Personnel Files of Appraisal, Competency, and Complaints will be retained by the school for up to three years after a staff member leaves.
3. Where the complaint is found to have some basis, the staff member may receive professional support, to effect change.
 4. Any ensuing disciplinary action will follow all provisions of the staff member's Collective/Individual Employment Agreement. It is important that the employee be advised of their rights to request union or other assistance and/or union/other representation at any stage, if required.
 5. Senior Management (usually the Principal) will follow up all serious concerns with further discussion with the person making the complaint, after an appropriate passage of time to discuss perceived developments. Confidential aspects of any action taken will not be divulged to the person making the complaint or to any other inappropriate person(s).
 6. If any complaint is made against the Principal, then this complaint is to be referred to the Chairperson of the Board of Trustees (in writing), a copy of which is then forwarded to the Principal. The Board will then investigate the complaint – using S.T.A. support where necessary. The Principal has access to NZPF Legal Support.
 7. If a verbal complaint is made to a Board of Trustees member, the complainant is to be encouraged to follow the appropriate steps. The Board of Trustees member, with the agreement of both parties, may accompany the complainant.

Final Action (for misconduct that might lead to suspension or dismissal):

1. Principal to make a recommendation to the Board.
2. The Principal is to remove him/herself from the final decision. This fact and a record of the Board's discussions are to be minuted. S.T.A. support will be sought if necessary.

* See also Policies/Procedures on Appraisal, Teacher Competence, Privacy, Sexual Harassment.

REVIEWED: 23rd October 2014
 31st March 2016
 22nd March 2018
 18th March 2020

SIGNED: _____