

## POLICY

### COMPLAINTS

#### STATEMENT

Complaints will be dealt with speedily and effectively and with consideration and respect for all parties concerned. It is the responsibility of the principal to deal with complaints, and the board would only involve itself as a last resort.

#### GUIDELINES AND PROCEDURES

1. Receipt of a complaint should be acknowledged promptly.
2. Where a complaint is made against a staff member, that staff member will be given the opportunity to deal with the complaint.
3. Consideration must be given to employment contracts when considering what action is to be taken.
4. Where the principal is the one complained on, he may seek the assistance of the chairperson in resolving the complaint if he can not get a resolution.
5. Wherever possible resolution of complaints should involve those directly concerned.
6. Should any board member receive a complaint or be approached by a person wishing to make a complaint, they should direct the person to the principal.
7. Where members of staff deal with complaints the principal should be kept informed.
8. Should a complaint result in the disciplining of a staff member, the principal will ensure all processes have been carried out.
9. Complaints received should not be discussed outside the confines of the school.

*Refer to Flow Chart attached.*

Formulated:            June 1993  
Rewritten:             September 1998  
Reviewed:              June 2014

## COMPLAINTS PROCEDURES FLOW CHART

### BOARD OF TRUSTEES

Receives verbal complaint {2.2.2(b)}  
 Advises referral to principal

Receives complaint in writing  
 {2.2.2(a)}

**PRINCIPAL REPORTS TO BOARD**

- resolution or non-resolution
- action taken and/or intended

Board officially advises complainant/s and teacher/s of resolution  
 Board may recommend action if not resolved.

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**PRINCIPAL REPORTS TO BOARD**

- action: ORAL WARNING
- resolution or non-resolution

Board official advises complainant/s and teacher/s  
 NOTE ON FILE REMOVED AS AGREED

**PRINCIPAL REPORTS TO BOARD**

- action: WRITTEN WARNING
- resolution or non-resolution

Board official advises complainant/s and teacher/s of resolution or non-resolution  
 NOTE ON FILE REMOVED AS AGREED

### PRINCIPAL Verbal complaint

Receives verbal complaint  
 Discusses complaint parent/s  
 {2.2.2(b)} teacher/s

**Resolved  
 Advise parent/s**

#### NOT RESOLVED - principal advises complaint in writing {2.2.2(b)}

- Receives written complaint {2.2.2(a)}
- Complaint referred to teacher/s for reply {2.2(c)}
- Advise on NZEI support {2.2.2(e)}
- Teacher/s reply to principal
- Interview with parents
- Define problem - collect evidence
- Meeting of all parties: teachers/parents
  - ~ COMPETENCY
  - Principal ~ OTHER
  - Decides ~ SEXUAL HARRASSMENT
  - ~ DISCIPLINARY ACTION REQ'D
- Define responsibilities
- Agree on remedial action and evaluation
- Record all agreements in writing, copies: principal, teacher, complainant/s, parent/s
- Evaluate resolution success

#### NOT RESOLVED

- teacher/s advised to seek NZEI assistance {2.2.2(e)}
- action on complaint evaluated
- reasons for failure to resolve assessed.
- teacher/s response: 'reasonable' time agreed
- teacher/s response received
- record agreements reached
- points covered in discussion, copies to principal teacher/s, NZEI (counsellor, advocate or field officer)
- evaluate resolution success

#### DISCIPLINARY ACTION

#### NOT RESOLVED

- teacher/s advised to seek NZEI assistance {2.2.1(a)}
- ORAL WARNING {2.2.1(e)}  
 Nature of complaint advised {2.2.1(b)}  
 Specific corrective action advised  
 Warning issued {2.2.1(c)}
- Note on personal file of warning issued, agreed expiry date, signed as sighted by principal, teacher (copy NZEI)
- Record or meeting, copy: teacher, principal, NZEI

#### NOT RESOLVED

- teacher/s advised to seek NZEI assistance {2.2.1(a)}
- WRITTEN WARNING {2.2.1(e)}  
 NZEI, BOT representative in attendance  
 Warning sighted and signed by teacher
- Specific nature of conduct and corrective action advised {2.2.1(b)(e)}  
 Warning placed on personal file sighted and signed by teacher, agreed expiry date {2.2.1(b)}
- copies of warning, note, record or meeting to principal, teacher, BOT, NZEI

**BOARD CONSIDERS ACTION**

- investigation {2.2.1(d)}  
all documentation reviewed
- recommendations:  
sick leave, medical exam, medical  
treatment, counselling, staff development,  
suspension, {2.2.1(g)} NOTE transfer to  
other duties {2.2.1(j)}
- employee advised of right to pursue  
Personal Grievance {2.2.1(l)} (Part 9)

**NOT RESOLVED**

- Principal advises teacher of referral to Board of  
Trustees
- Principal and teacher review all written material  
relating to complaint and subsequent action  
{2.2.1(d)(f)}
- Matter referred to Board of trustees

See competency procedures (2.2.3)

In cases of serious misconduct requiring disciplinary action 2.2.(f) and 2.2.1, the principal should forward the complaint, evidence and documentation to the Board of Trustees to enable the Board to consider action under 2.2.1 Award.