



Bader Intermediate Concerns and Complaints Policy – NAG 3

Rationale:

As concerns or complaints may arise, it is the Board of Trustees (BOT) responsibility to ensure that these are handled in a fair, consistent and equitable way, mindful of natural justice principles, and in accordance with the relevant Employment Agreements, Legislation and Codes of Conduct.

Purpose:

- To enable concerns to be addressed quickly and efficiently so they don't escalate to complaints
- To ensure complaints are dealt with respectfully and with due consideration of all parties rights
- To ensure complaints are dealt with consistently in accordance with procedures established by the BOT and management
- To put in place appropriate corrective action, and/or disciplinary action, as required

A concern is:

- A minor issue that may be resolved informally directly between the parties involved. Concerns are not expected to have disciplinary, legal or industrial consequences.

A complaint is:

- Any verbal or written statement about a school practice or policy that in the opinion of the complainant is deemed to be of a serious nature that disadvantages them or the school community.
- Any verbal or written statement of a serious nature that that indicates a member of the school community has acted illegally, unprofessionally, or in any manner which is harmful to another member of the school community.

A complainant can be

- A parent/caregiver/whanau member, staff member, student, member of the community.

A complaint can be about

- A staff member, BOT representative, student, or a school practice or policy.

Policy:

The board delegates to the principal full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the principal, responsibility lies with the board.

In complying with the policy, the principal shall not fail to:

1. Implement and maintain robust procedures to meet the policy requirements
2. Ensure that the process for complaints or grievances is clearly communicated
3. Report to the board as follows:
 - When receiving a complaint, the board must ensure that the complainant has previously followed the school's concerns and complaints procedure and that the complaint has been escalated to board level correctly.
 - Should the board receive a complaint regarding the principal or determine that any policy violation may have occurred, the board in the first instance will consider whether this may be dealt with in an informal manner (as per the employment agreement provisions that apply to the principal).
 - Where the board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, the board shall seek the support and advice in the first instance from an NZSTA adviser to ensure due process is followed.

Monitoring:

The principal shall maintain a register of complaints and resolutions and report to the board at least quarterly per annum outlining numbers of complaints, resolution success figures and any areas of concern for board deliberation.

Conclusion

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.

Chairperson: Si'iva Stanley-Schuster

Approved date: 15/4/2020

Sign: 

Review Date: 1/2/2022