

PATOKA SCHOOL

Procedure: Dealing with Parent or Staff Concerns

STEP A		STEP B	
If you have a concern or complaint make an appointment to speak to the staff member directly involved.		If you have a concern or complaint and feel that you are <u>unable to discuss</u> the matter with the staff member involved make an appointment to speak to the principal.	
<ol style="list-style-type: none"> 1. Staff member acknowledges complaint. 2. If the complaint is from a parent, the staff member informs parent of the complaints process. 3. If necessary, the staff member investigates the concern. 4. Meeting held (or if appropriate staff member rings parent back). 5. Issue discussed and documented. 		<ol style="list-style-type: none"> 1. Principal acknowledges complaint 2. If the complaint is from a parent, the principal informs the parent of the complaints process (in writing if a letter has been received) 3. Principal informs the subject of the complaint 4. Principal investigates concern 5. Meeting held (or if appropriate principal rings parent back). 6. Issue discussed and documented 	
Resolution or Action Agreed Upon?		Resolution or Action Agreed Upon?	
Yes	No	Yes	No
<ol style="list-style-type: none"> 1. Copy of documentation to appropriate personnel / student file 2. Agreed action carried out 3. If appropriate Complaint Feedback Form sent to parent within two weeks 	Parent / staff member puts concern in writing to the principal. <i>(Go to Step B)</i> or If the complaint is about the principal then the letter is addressed to the Board of Trustees <i>(Go to BOT Complaints Procedure)</i>	<ol style="list-style-type: none"> 1. Copy of documentation to appropriate personnel / student file 2. Agreed action carried out 3. If appropriate Complaint Feedback Form sent to parent within two weeks 	Parent / staff member writes a letter to the Board of Trustees <i>(Go to BOT Complaints Procedure)</i>

- Complaints will be dealt with in a timely manner. All complaints will be acknowledged and dealt with within a week. If a longer time frame is needed, then the complainant and the subject of the complaint will be informed.
- All meetings / interviews will be recorded in writing
- Minutes of meetings / interviews will be signed and dated by all relevant parties (once typed)

PATOKA SCHOOL

Board of Trustees Complaints Procedure (To be read and implemented along side the Complaints Procedure Flowchart)

1. Letter of complaint is acknowledged by the chairperson and the complainant is immediately advised of the next steps in the board's process. The letter becomes part of the correspondence that will be dealt with at the next board meeting or sooner if greater urgency is required. The subject of the complaint will also be notified immediately.

If the complaint involves 'serious misconduct' immediate action must be taken. The board should seek advice from the School Trustees Association (NZSTA) and / or other agencies (e.g. School's Insurer, Police, ERO, MOE, Ombudsman).

2. Letter is tabled at board meeting (in-committee - with the public excluded). The board decides whether it is a BOT issue to deal with or if it should be referred back to the school management.

3. If the BOT is to deal with the matter they need to decide whether to deal with the matter as a whole BOT or appoint a committee to investigate and make recommendations.

4. If an additional meeting is required, this should happen within a week of the board meeting. The board needs to decide if additional information is required or if the parties involved should be interviewed. The 'parties' need to be notified that they are entitled to advice and representation (e.g. union / legal).

5. Depending on the delegated powers of the committee either they or the board as a whole come to a resolution as to how the board will respond and/or what action will be taken.

6. The board's response is communicated to the complainant and the subject of the complaint. This may be either publicly or confidentially depending on the case, and should occur as soon as possible.

7. Any of the parties may request the board to reconsider their decision. However normally for such a reconsideration to take place, new information relevant to the board's deliberations must be produced.

8. If the complainant or subject of the complaint is still dissatisfied with the outcome, the board should advise them to contact the Ministry of Education. They could also contact the Education Review Office or the Ombudsman.

- All meetings / interviews must be recorded in writing
- Minutes of meetings / interviews must be signed and dated by all relevant parties
- If the complaint is about the principal, the board must handle it without the principal's involvement but with their knowledge.