

HUKANUI SCHOOL NAG 3: Personnel

PROCEDURE - COMMUNITY COMPLAINTS

Rationale:

To maintain good relationships between the school and parents through resolving issues that may arise from time to time.

Purposes:

To provide procedures that:

- promote good communications and relationships;
- ensure fairness, accuracy and balanced input among those involved;
- give priority to achieving solutions as soon as possible;
- have follow up actions to review the effectiveness of agreed outcomes.

Guidelines:

1. *Complaints are best settled as quickly and as informally as possible. The school has an Open Door Policy to encourage open lines of communication and it is therefore expected that in most instances this will happen.*
2. Formal complaints (In writing, signed by the complainants) should be shown to the Principal. In the event of a complaint against the Principal, the complaint will be submitted to the Chairperson of the Board.
3. All formal complaints will be acknowledged in writing. If possible, acknowledgement will be within one day of receipt.
4. All complaints will be investigated according to the following procedures.

Procedures for Complaints

1. Make a time to speak to the person or persons concerned.
2. If parents have a complaint about their child, speak to the child's class teacher. If unresolved, speak to the Team Leader or Deputy Principal. If the issue is still not satisfactorily resolved or involves a Team Leader or Deputy Principal or is about school processes then speak to the Principal.

3. Where the staff member is approached initially, they may state that they wish the matter to be continued with their Team Leader, Deputy Principal or Principal present.

Procedures for Investigating Formal Written Complaints

1. The receipt of a formal written complaint whether by letter or email will be acknowledged in the first instance. Any correspondence will be dated and kept on file.
2. A date will be set for a meeting - a minimum of 24 hours written notice must be given to all relevant parties. All parties are entitled to bring a support person with them.
3. All relevant information will be gathered, so that both sides' views are heard.
4. All proceedings will be documented.
5. A decision will be reached.
6. The complainant and the person complained about will be informed of the result of the investigation and any further action that will be taken (if any). The record will be kept on the staff member's personal file, if appropriate.