



NAG 3 COMPLAINTS POLICY

Introduction

Complaints will be dealt with as speedily as practicable in a way that is fair to all parents, caregivers, pupils and staff. Every effort will be made to resolve the complaint to the satisfaction of all parties. Any collective or individual employment contract will be abided by.

Guidelines

If any member of the school community desires to make a complaint these are the steps to follow:

1. See the person involved to discuss the complaint and try to resolve it.
2. Refer the complaint to the Principal personally or in writing. The Principal, or a person delegated by the Principal, will meet with those involved.
3. If a satisfactory understanding cannot be arrived at with the Principal, the complainant should submit the complaint in writing to the Board Chairperson. The Board Chairperson shall immediately forward a copy of the complaint to the Principal who shall place it before the person complained against and the written complaint will be put on the agenda of the next Board meeting.
4. The Chairperson may request further specific clarification from the complainant if required.
5. The complainant will be given written or verbal acknowledgement that their complaint has been received. This is likely to come from the Chairperson.
6. The Board may refer complaints back to the Principal to resolve or investigate. The Principal will report back to the Board with details and possibly recommendations.

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7. The result of any board decision, in relation to a complaint, should be forwarded to the relevant parties in writing. A meeting may be required to explain the Board's decision.

Resolving complaints: Advice for the Board

The Board will ensure complaints are dealt with at the appropriate level.

- The Principal's role of manager and professional leader requires that the Principal will have a key role in complaint resolution. He/she will ensure that procedures are conducted in accordance with policy.
- Complainants must be acknowledged within five working days after receipt of the letter of complaint.
- The Principal will inform the Board Chairperson of complaints that are unable to be resolved satisfactorily or have potential disciplinary considerations. If the Chairperson and Principal can resolve the matter, the Board will be informed of the matter and the outcome. However, if the Chairperson and Principal are unable to resolve the matter the Board should be informed. The Board will determine what further action to take, which may include further investigation.
- Board members are to regard complaints against individuals made to the Board as confidential and will be discussed "in committee".
- Potential employee disciplinary matters will be addressed in accordance with relevant disciplinary provisions in the various laws and employment contracts. Employees will then be advised of their right to representation.
- Reflection on possible courses of action is necessary; including remedy and/or redress, strategies to prevent repetition of the situation and constructive alternative actions if the situation reoccurs.
- Work for agreement between the parties. Work for acceptable remedy or redress and evaluate the action taken.
- Provide copies of agreement, where appropriate, to the complainant, others involved and the Principal.
- At any stage the Board or persons involved may engage outside agencies for assistance or advice.

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