



Parkside Specialist School Vision

*Excellent educational experience for ākonga with the right people in the right seat at the right time
Tautoko tonu i te haerenga ako o ngā ākonga me ngā tangata tika ki te wāhi tika i te waa e tika ana*

COMPLAINTS POLICY

Date: 2022

Policy Number: N.A.G. 5.18

RATIONALE:

Formal complaints from the school community will be addressed appropriately.

GUIDELINES:

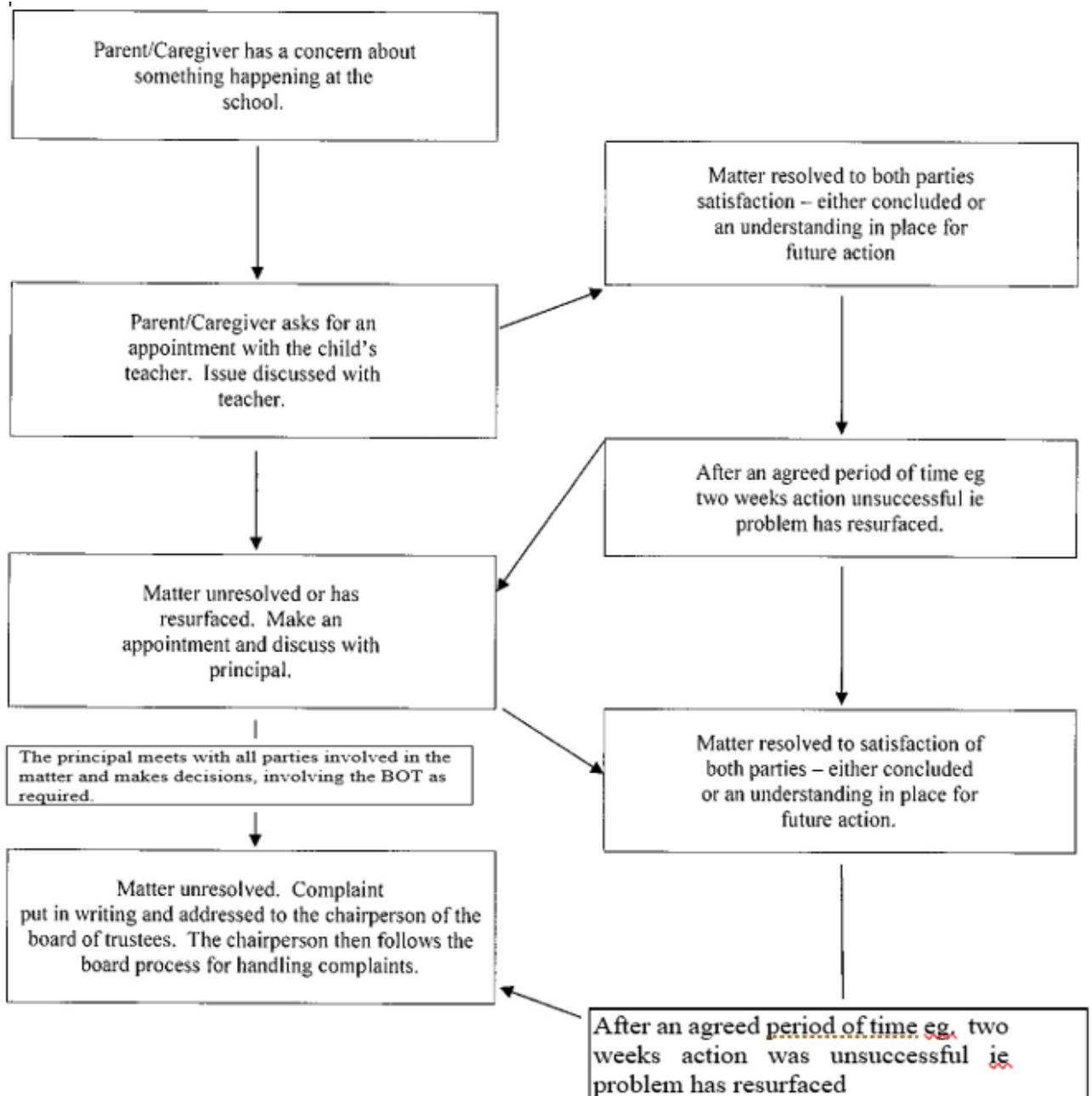
1. Initially contact the teacher to arrange a meeting to discuss the issue.
2. Unresolved issues can be brought to the attention of the Principal via the school office by either party or in the case of complaints about the Principal must be made in writing to the Board of Trustees Chairperson.
3. The Principal (or B.O.T. Chairperson) or their Delegates, will investigate the complaint and report back to the complainant regarding findings and any resultant school action in relation to the circumstances.
4. All parties will be given written reports. A full copy of the process will be filed as Confidential by a delegated School Administration person.
5. Following an investigation, consideration, and any resultant appropriate action by the Principal, the matter will be deemed to have been dealt with fairly and closed. Otherwise, it is then referred to the B.O.T. due to the matter not being resolved to the satisfaction of the complainant or the complaint is regarding the Principal. Information will be always kept confidential.

IMPLEMENTATION:

The following flow charts indicate the procedures that will apply.

COMPLAINTS PROCEDURE FOR PARKSIDE SPECIALIST SCHOOL

STAGE ONE: SCHOOL COMMUNITY PROCESS



Notes:

1. While minor issues may be able to be discussed in a quick informal chat with a staff member, normally in order for both parties to give the matter full attention, arranging a time to discuss the matter is the preferred option.
2. If the matter is not resolved with the relevant person, the complaint may be addressed to the Principal verbally or preferably in writing.
3. The board needs to formally receive a complaint to act on it. If you have concerns about expressing the matter clearly in writing, please discuss the matter in confidence with the board chair (or another delegated member) to enable them to assist with this.
4. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.
5. A written record will be kept of any verbal interactions. This written record will be distributed to all parties as necessary.

PARKSIDE SCHOOL BOARD OF TRUSTEES COMPLAINTS PROCEDURE

STAGE TWO: BOARD PROCESS

Letter of the complaint is acknowledged by the chairperson and the complainant is advised of the next steps in the board process. The letter becomes part of the correspondence that will be dealt with at the next board meeting while the public is excluded.



Letter is tabled at a board meeting (with the public excluded) and referred to relevant parties for reporting back to the board. The board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the board.



At the meeting of the board / committee the reports are received and the parties may be invited to speak to their complaint or answer questions. The board / committee considers the evidence and / or information and comes to a decision or recommendation.



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.



The board's response is communicated to the parties to the complaint. This may be either publicly or confidentially depending on the case.

Any of the parties may request the board to reconsider their decision — however normally for such a reconsideration to take place new information that would have been relevant to the board's deliberations must be produced.

 -shaded area denotes "public excluded meetings"

Notes:

1. Issues of a serious matter, eg allegations of physical abuse, may require a special meeting of the board to be called.
2. All letters addressed to the chairperson of the board are for the whole board. The chairperson cannot decide independently as to what action will be taken.
3. Resolution or dismissal of the complaint must not be discussed before all the information is to hand.
4. Conflict of interest will be determined on a number of issues, including whether the complaint involves the actions of any trustee.
5. The board must exercise caution when dealing with complaints regarding staff, particularly in relation to confidentiality and processes to ensure the principles of natural justice are met. It is advisable to contact the regional NZSTA personnel / industrial adviser in such cases. The board will need to consider the relevant staff disciplinary policies, employment contracts, and expert advice from the NZSTA adviser.
6. The board recognises that not all complainants will be satisfied with the outcome of a complaint. After one reconsideration, if the board is confident of its decision, it will refuse to enter into further discussion/correspondence. In making such a decision the NZSTA helpdesk can assist by giving an objective assessment of a board's processes in dealing with the complaint.
7. A complaint regarding lack of compliance in relation to an agreed complaint resolution will be treated as a serious matter and actioned with urgency as a new complaint rather than as a reconsideration of the previous issue.
8. Trustees need to be clear in the mind of the difference between a complaint they have as a parent (ie regarding their own child) and a complaint they have as a trustee (eg obstruction of staff preventing them from carrying out board work). In the first instance, they are required to follow the normal procedures and are excluded from decision-making due to conflict of interest. The latter case is dealt with as an agenda item for the whole board (possibly with the public excluded).
9. Communication: All verbal communications between the School, the BOT and the Complainant will be followed up by a written transcript being sent to all parties involved. This will include any face-to-face meetings or telephone calls between Staff members of the School, BOT members and the Complainant.
10. Pastoral Care: In the event of a serious complaint from a Student's Parent (s) or Guardian, against a School Staff Member or against a BOT member, and the Board believes that a Pastoral Care process is required for any of the people involved, a decision will be made concerning the most appropriate person/s to deliver a Pastoral Care service. NZSTA advice will be sought as to how best to implement a Pastoral Care service.⁴