

Compliments, Concerns, and Complaints Policy

Rationale

All complaints, concerns and incidents are attended to promptly, respectfully and professionally and seek to bring effective Parents, caregivers, students, staff and members of the community must feel free to inform the Board of Trustees or the Principal of areas of concern and must be assured of receiving a considered response.

The School also welcomes and seeks to highlight those things that go well and therefore welcomes not only constructive feedback but also feedback about all those aspects that community members notice and appreciate. to all parties concerned.

Outcome statement and policy purpose

All complaints, concerns and incidents are attended to promptly, respectfully and professionally and seek to bring effective resolution to all parties concerned;

To streamline communication channels so that the School considers and responds to feedback consistently, constructively, and in a timely manner;

To welcome positive community feedback about any area of school operations;

To establish and maintain procedures for any person to safely bring their concerns to the Principal or Board of Trustees, and to ensure that all concerns or complaints are dealt with effectively and fairly.

General Principles

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.

Compliments: The School gratefully accepts all compliments, and community members and stakeholders are welcome to share those compliments directly or publicly;

Concerns: Concerns arise naturally and inevitably. It is the position of Ngunguru School that those concerns are managed most effectively when the school welcomes and engages in constructive feedback, with communication channels that are both open and safe for all members of the school community. In all instances, you may have a support person to help you raise a concern or make a complaint. Ngunguru School shall, therefore, endeavour to resolve all queries or concerns at the lowest level, without minimising the matter at hand. If necessary, a formal meeting may be arranged. The Principal, as day-to-day manager and professional leader of the school has the responsibility for managing queries and concerns. The Board, in its governance role, is removed from the 'concerns' level, and instead refers those members of the school community wishing to voice a concern to the Principal.

Complaints: The Ngunguru School Board of Trustees receives and considers only those complaints made in writing. All letters of complaint received by the presiding member and/or principal are for the whole board. No trustee,



including the board chairperson or principal can decide independently as to what action will be taken. It is the policy of Ngunguru School that it cannot investigate anonymous complaints because there is no one to respond to and also not way to ensure compliance with the principles of natural justice.

In all instances, you may have a support person to help you raise a concern or make a complaint.

Delegations

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.

Expectations and limitations

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

- Implement and maintain robust procedures to meet the policy requirements
- Ensure that the process for complaints or grievances is clearly communicated and posted on the school website (if applicable)
- Ensure that the complainant has previously followed the school's concerns and complaints procedure before escalating to board level

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.

The board shall advise its insurance agent of any complaint escalated to the board.

Once the dispute Resolution Scheme comes into effect, in the event that a serious dispute is not able to be resolved, the board shall advise the parent of their right to apply to the Chief Referee for the dispute to be resolved by a dispute resolution panel.

Unreasonable complaints

Ngunguru School will receive and consider all reasonable and legitimate concerns and complaints in good faith. However, the school may refuse to take any action on receiving a complaint or concerns that are considered unreasonable or vexatious.

A complaint may be considered unreasonable if the complainant:

- continues to pursue an issue after it has been considered and deemed resolved by the school
- makes unreasonable demands in relation to the complaint
- is uncooperative (e.g. refusing to define the issue), fails to provide evidence, or provides excessive/irrelevant information
- displays aggressive, threatening, or manipulative behaviour
- fails to follow the school's policies and procedures.

In some situations where unreasonable complaints are made, the school may need to take legal advice or involve an external agency or mediator to help resolve the matter.



No

Ngunguru School Hooked on Learning PUPURI TE PIHUKAHUKA MO TE AKORANGA

No

No

Starting Point

Your concern or problem involves a classroom matter or a particular staff member.

Write a note or phone the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about.

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than one meeting and/or involve the associate principal or principal.

Provide feedback to the staff member as to whether you were satisfied or not to ensure the concern or problem is settled.

Issue resolved?

Yes

Your concern or problem does not involve a classroom matter or particular staff member or has not been resolved by visiting the staff member.

Yes

Write a note or phone the staff member concerned to make a time to discuss the concern or problem. Indicate before the discussion what the concern is about and the steps you have taken to remedy it.

Discuss with the principal, be prepared to listen to their point of view also and provide feedback to ensure the concern or problem is settled. The concern may be referred back to the staff member(s) particularly where this process has not been followed to date.

Issue resolved?

Yes

Your concern or problem has not been resolved by visiting the staff member or the principal or it involves the principal or board.

You now have a complaint.

Write to the board outlining your problem, concern or complaint in detail and all actions taken to date. The presiding member (chair) will need to ensure the correct process has been followed before the board will consider this matter, and may direct you back to the staff member or principal. Include your name, signature and contact details. Your complaint will be acknowledged along with an expected timeframe for resolution.

Unless there are exceptional circumstances, the board will not accept any complaint unless it is in writing, signed and a reasonable attempt has been made to resolve the issue through this process. Once the board has considered and resolved the complaint, the board will endeavour to convene a follow-up contact within 1 month.

No further action is required

No



Monitoring

Education and Training Act 2020

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.

Legislative compliance

Relevant employment agreements Relevant professional standards	
Reviewed:	Next review: