



CONCERNS & COMPLAINTS POLICY

In accordance with NAG 3, the Board of Trustees has set in place the following procedures in regard to Personnel and Employer Responsibilities.

1. Concerns or complaints should in the first instance be discussed with the appropriate member of the school staff, by the complainant.
2. If a mutually satisfactory outcome cannot be reached then a formal meeting should be arranged with the Deputy Principal or Assistant Principal
3. If a mutually satisfactory outcome cannot be reached then a formal meeting should be arranged with the Principal
4. The Principal will attempt to resolve the issue after meeting with parties concerned. He/she will record the reason for the meeting and agreements reached in a timely manner.
5. The Principal will inform the Board Chair when parents have been contacted by the principal or a parent has contacted the principal to discuss a matter of concern.
6. If the issue remains unresolved it should be referred in writing to the Chair of the Board of Trustees for discussion at the next monthly meeting. If appropriate the Board will elect to go into committee before discussion commences. In exceptional circumstances an interim meeting may be called.
7. As a good employer the Board of Trustees will adhere to the relevant sections of the employees' Collective Employment Agreements when dealing with concerns and complaints.
8. The Board will review the issue, taking any external advice as may be appropriate, and will then provide a written final response.
9. Staff and/or Board of Trustees members may bring concerns in the first instance to the Principal and/or Board Chair. If the matters of concern involve a staff member s/he can access the services of the NZEI. If the matter is raised by a Board member s/he can access the services of STA.
10. At every stage of the process opportunities for preventing similar issues from arising in the future should be identified and, where appropriate and documented.

Signed: Board of Trustees Chair

Signed:Principal

Date: 31st July 2019

Review Date: July 2020