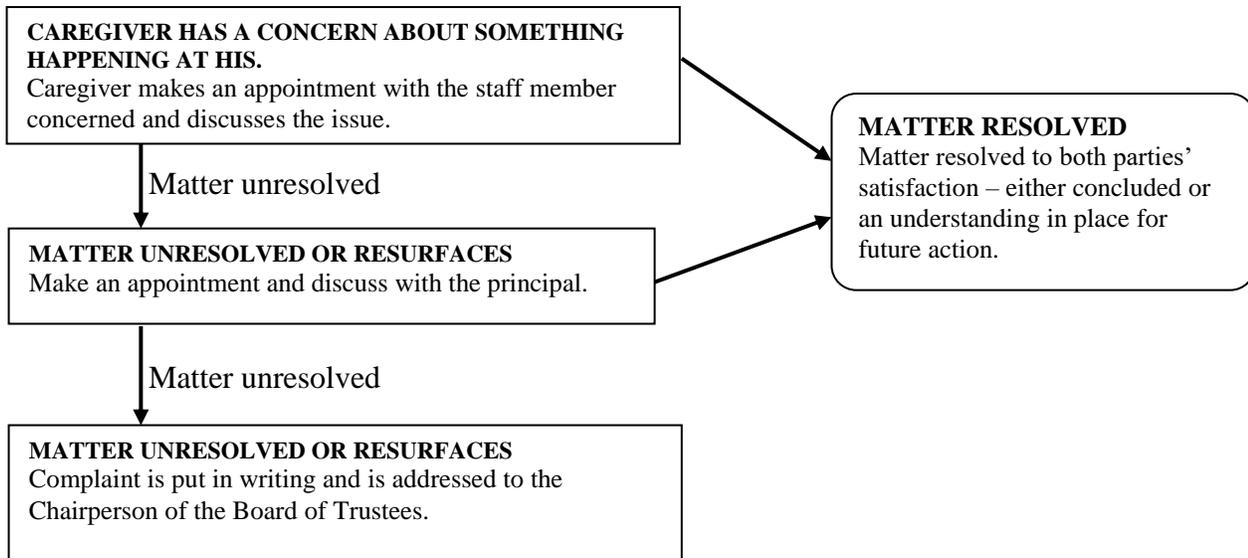


Henderson Intermediate School

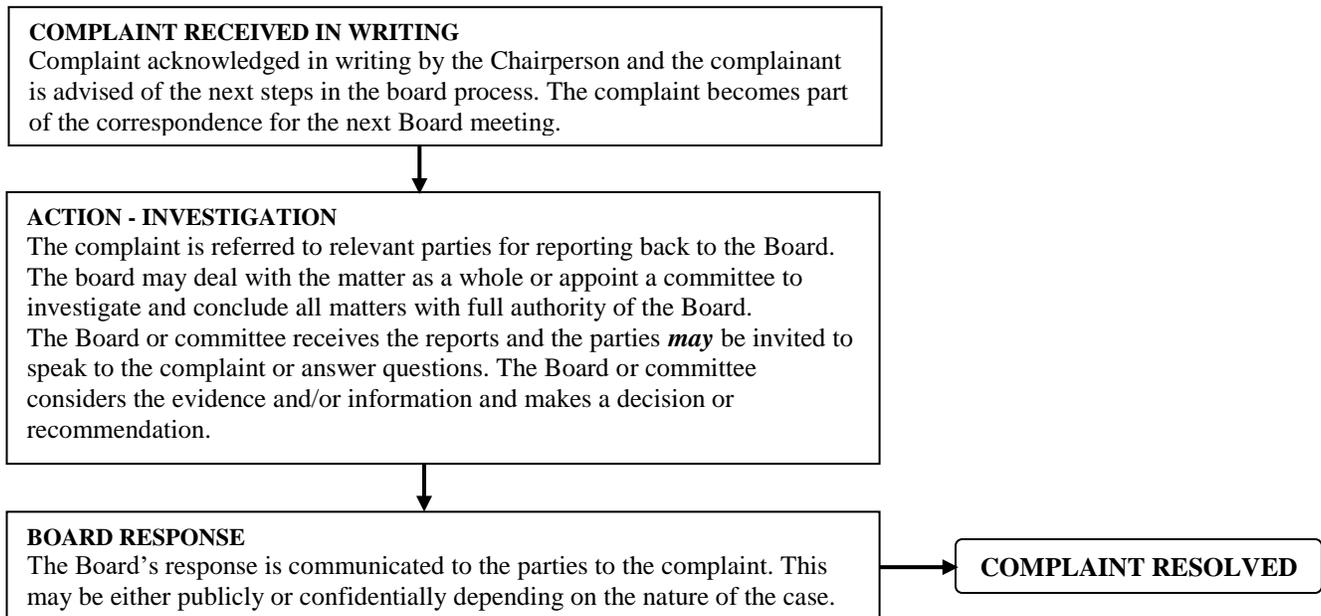
Concerns and Complaints Policy

Caregivers cannot under any circumstances go down to classrooms to address staff or students regarding a concern or complaint. This is in line with Board Health and Safety. Breaches of this may result in a Trespass Order being served.

Stage One: School Community Process.



Stage 2: Board of Trustees Process



Stage One: School Community Process.

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. Staff do not conduct meetings unless they are prearranged. Staff are encouraged to have a support person present when dealing with potentially serious matters.
2. Meetings will be conducted with mutual respect so that both parties "listen to each other." Abusive, confrontational behaviour may result in a Trespass Order being served. Should the meeting become in any way distressing to staff, the meeting will be terminated and the principal will communicate with the caregiver either by email or written letter.
3. If the concerns and complaints procedure has not been followed, the Board will normally return any letter of complaint to the writer and ask that they follow the procedure first.
4. The Board needs to formally receive a complaint either verbally or in writing, in order to act on it. If a complaint is serious enough for the Board to deal with, it is serious enough to put in writing.
5. All parties to the complaint may bring a support person to any meeting where the issue is to be discussed. Either party should be informed if a support person is to be present.

Stage 2: Board of Trustees Process

1. Issues of a serious nature, e.g. allegations of physical abuse, may require a special meeting of the Board to be called. All correspondence to the Chairperson is for the whole Board. The Chairperson cannot decide independently as to what action is to be taken. Resolution or dismissal of the complaint must not be discussed before all the information is to hand.
2. Conflict of interest will be determined on a number of issues, including whether the complaint involves the actions of any trustee.
3. 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. The Board must consider the relevant staff disciplinary processes and employment contracts. The NZSTA personnel/industrial adviser should be consulted.
4. Trustees need to recognise the difference between a complaint they have as a parent (i.e. regarding their own child) and a complaint they have as a trustee. In the first instance they are required to follow the normal procedures and are excluded from decision making due to a conflict of interest. The latter case is dealt with as an agenda item for the whole Board.

Reviewed on 16 June 2020