



PŪRĀKAUNUI SCHOOL COMPLAINTS PROCEDURE

If you have a concern or a complaint:

Does the concern/complaint involve the Principal?

NO

YES

Discuss the concern with the person most closely related to the issue, or responsible for the area involved:

- Actions to resolve concern
- Time frame for actions

Review in agreed time frame.

Has the issue been resolved?

YES

No further action required

NO

Discuss the concern with the Principal:

- Actions to resolve concern
- Time frame for actions

Review in agreed time frame.

Has the issue been resolved?

YES

NO

Formal complaints process starts here.

Submit a written complaint addressed to the Chair Person of the Board of Trustees via the school secretary.

A copy of the complaint shall be given to the teacher or Principal (in the case of a complaint against the Principal) for a written response.

The Board shall consider the written complaint and response and all other available information before making a decision. If you wish to speak at the meeting, application must be made to the Chairperson.

The person whom the complaint is against may make a statement or answer questions at Board meetings but not be present during the discussion on action on the complaint. They may be respresented at all meetings by a professional or union advocate of their choice.

Any member of the Board who is personally involved in the complaint shall take no part in the discussion about it, but may submit a statement on the matter. Anyone with personal involvement in the complaint shall not be a member of the committee of inquiry.

The Board shall inform the complainant in writing of:

- Actions to resolve complaint
- Time frame for agreed actions

Review in agreed time frame.

Has the issue been resolved?

YES

No further action required

NO

Seek external mediation e.g. N.Z.E.I., N.Z.S.T.A., M.O.E., Workplace Support