Ngatimoti School Concerns & Complaints Procedure

Ngatimoti School is a community based school and we believe in an open, transparent process conducted in good faith. This flowchart outlines the process for bringing a concern to the staff and board at our school. We encourage you to follow each step to resolution.

START HERE

Your **CONCERN** or problem involves a classroom matter, or a member of staff.

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 1 meeting and/or involve the Principal.)*

OR

Your **CONCERN** or problem does not involve a classroom matter or particular staff member, OR has not been resolved by visiting the staff member.

Write a note or phone the Principal and 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 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

No further action required

NO

Your concern or problem has not been resolved by visiting the staff member or the Principal, OR it involves the Principal or Board of Trustees.

You now have a **COMPLAINT**

Write to the Board of Trustees, via the chairperson, outlining your problem, concern or complaint in detail, and all actions taken to date. The chairperson will need to ensure the correct process has been followed before the board will consider and may direct you back to the staff member or principal. Include your name, signature and contact numbers. Your complaint will be acknowledged along with an expected timeframe for resolution.

Except in exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing and that a reasonable attempt has been made to resolve it through this process. Once the board has considered and resolved the complaint, the board will endeavour to convene a follow-up contact within one month.

Any staff discipline procedures enacted will be in accordance with the appropriate Collective Agreement. Before enacting such procedures advice is to be sought from NZSTA.

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