

# Complaints Procedure

Disclosures and complaints against people involved in the school must be addressed to ensure that such matters can be resolved fully and fairly in the interests of all parties concerned.



## Guidelines

1. We encourage parents to speak with the classroom teacher first as many issues and queries can be solved quickly and easily.
2. Discussions between parents, the Principal and staff member (where appropriate) are the initial steps and every effort will be made to resolve matters of concern. Where this is not the case, further action can only be taken if those matters become formal complaints (i.e. are set down in writing) to the Principal or Board Chair.
3. The provisions of the Teachers and Support Staff Collective Employment Contracts and any relevant individual contracts will form the basis of working through any formal complaint against the staff.
4. Primary Teachers Award part 3 outlines a process for dealing with formal complaints.
5. For the purpose of this procedure, “complaints” are defined as being statements that express in writing, concern about some matter or matters.
6. Such complaints should be referred to the employee concerned, for a reply.
7. The employer shall consider the employee’s reply before making a decision. Any member of the Board of Trustees who has a personal interest in the complaint shall take no part in the discussion, however, may submit a statement on the matter.
8. Every effort shall be made by the employer to reconcile the differences involved and achieve an outcome that is fair to the employee and the complainant.
9. Nothing prevents the employer from initiating disciplinary procedures where evidence supports this course of action.
10. Employees may seek whānau, family, professional and / or NZEI support in relation to such matters.

**Procedure Group:** Principal, BOT  
**Review Cycle:** Triennially

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**Signed by:**