

Kawerau South School Board of Trustees - Issues Concerns and Complaints Policy & Procedures Passed 20 June 2019

Rationale: To ensure that Kawerau South School responds to complaints in a fair and consistent manner

Guidelines: All investigations will comply with all relevant legislation including but not limited to the principles of Natural Justice, Human Rights Act, Employment Agreements, State Sector Act..

Guidelines

1. Informal discussion at mutually convenient time, ideally one working day of the request being made and steps decided for both parties, meeting noted in diary

* In cases of Well-being the relevant agency will be engaged as per vulnerable children policy

2. Formal meeting - notes taken, steps and time frame agreed which may include time to investigate the matter, who is investigating the matter and ways of reporting back.

3.i) Formal meeting - complainant may bring support if arranged in advance.

ii) **Minutes** of meeting taken and a **agreed copy** given to each party.

iii) **Time agreed** for investigation by the DP/AP or Principal

iv) **Follow up decided** e.g. how the DP/AP or Principal will report back to the complainant

N.B. **Staff** should seek professional **advice** through their union

4 Letter to the Board of Trustees

i) If the complaint is about an employee of the school NZSTA Industrial advice will be sought before any action is taken and their advice followed.

ii) All discussions will be in a **public excluded meeting** of the board.

iii) BOT will use NZSTA 'Dealing with BOT complaints' check list

iv) BOT will send a **letter of acknowledgement** of receipt of a complaint within 7 days

All **day to day** matters will be referred to the **Principal** who will **report** back to the **Board** on the process taken

v) The Board may decide to grant the complainant meeting time to explain their concerns - in no case will this become an open discussion.

vi) Board may instigate an independent investigation

vii) **Board/Principal letter** will tell complainant the outcome of investigation and **conclusions** of the Board within 28 days

Parents/caregivers



Staff

