

Paraparaumu School Board of Trustees

Safe Environment - Procedures General Complaints and Concerns

Overview

It is recognised that a partnership with parents, caregivers, children, staff, Board of Trustees and the wider community is an integral part of Paraparaumu School. This partnership requires procedures for identifying the difference between concerns and complaints and for resolving matters of concern/complaint.

1. To establish processes whereby parties to the partnership may effectively communicate and raise and resolve concerns.
2. To ensure that established processes set out in the Collective Employment Contract are followed when complaints are made.

Procedures

1. Parents/and or children/or staff members will take matters of concern/complaint to the person most directly involved, allowing for quick resolution. This will usually be the classroom teacher, but may be other staff, senior staff or Principal.
2. If the matter is not resolved in the case of a staff member it will be raised with the Principal to seek to resolve with the persons concerned.
3. If the matter is not resolved in discussion with the Principal the matter should be raised with the Board Chairperson in writing. If this becomes an employment issue with the staff refer Collective Employment Contract, Part 3.
4. In the case of the Principal the matter should be raised with the Board of Trustees. If this becomes an employment issue with the Principal refer Collective Employment Contract Part 3.
5. In the case of a Board of Trustee member, the concern/complaint should be raised with the Board Chairperson, or a Board member acting on the Chairperson's behalf refer NZSTA.
6. If a Trustee is approached with a concern or complaint the Trustee must ask if the matter has been addressed with the person concerned and encourage the complainant to follow the procedures set out in the policy.