

MT CARMEL SCHOOL
PROCEDURES: COMPLAINTS/CONCERNS

The following outlines the steps it is recommended be taken if a parent has a concern about something happening at the school.

STAGE ONE

1. Concerns regarding a child's achievement and progress, social interaction or the classroom programme, should be taken to the classroom teacher provided the parent feels comfortable approaching the teacher concerned.
2. If the matter is not resolved, the Principal or AP's /DP's advice should be sought by the parent.
3. If the parent does not feel comfortable approaching the teacher they may approach, in the first instance, the DP, AP or Principal.
4. Concerns involving a sensitive home problem, the curriculum, enrolment, teacher performance, health and safety, or any aspect of the management of the school may be directed to the Principal in the first instance.
5. Matter resolved to both parties satisfaction – either concluded or an understanding in place for future action.
6. If the matter has not been resolved with the Principal Stage Two procedures should be followed.

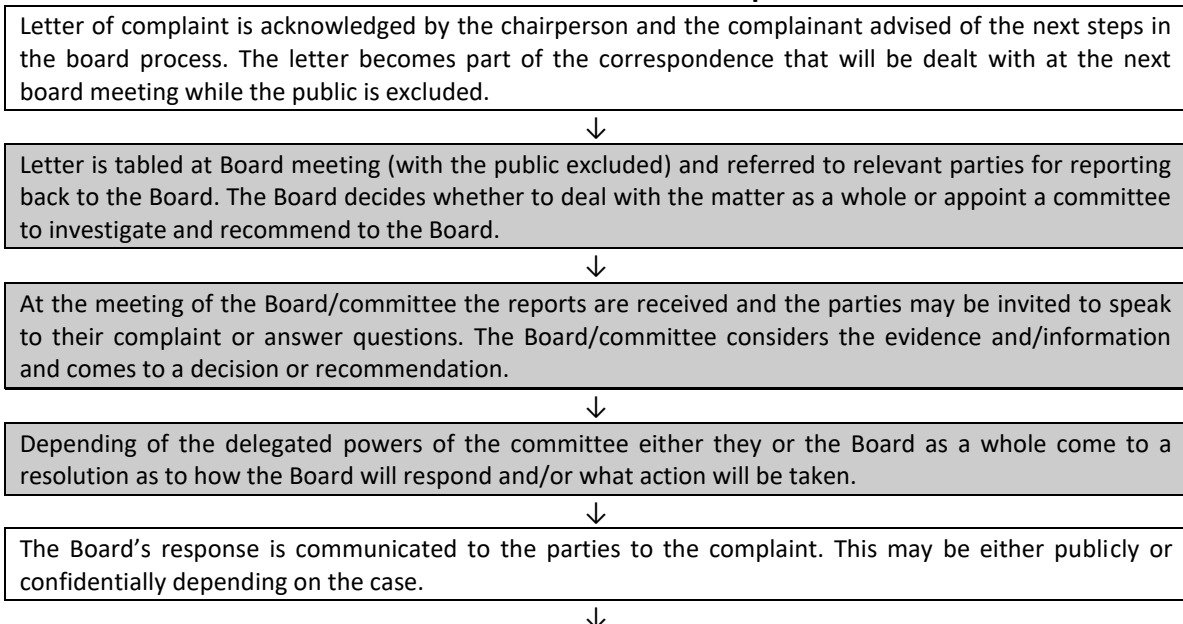
Note:

While minor issues may be able to be discussed in a quick informal chat with a staff member, normally in order for both parties to give the matter full attention, arranging a time to discuss the matter is the preferred option.

STAGE TWO

Matter unresolved. Complaint put in writing and addressed to the chairperson of the Board of Trustees. The chairperson then follows the Board process for handling complaints.

Mt Carmel School Board of Trustees Complaints Procedure



Any of the parties may request the Board to reconsider their decision – however normally for such a reconsideration to take place new information that would have been relevant to the Board’s deliberations must be produced.

FURTHER NOTES

- If the complaints procedure has not been followed the Board will normally return any letter of complaint to the writer and ask that they follow the procedure first.
- The Board needs to formally receive a complaint in order to act on it. If a complaint is serious enough for the Board to deal with, it is serious enough to be put in writing.
- Issues of a serious matter, e.g. allegations of physical abuse, may require a special meeting of the Board to be called.
- All letters addressed to the chairperson of the Board are for the whole Board. The chairperson cannot decide independently as to what action will be taken.
- Resolution or dismissal of the complaint must not be discussed before all the information is to hand.
- Conflict of interest will be determined on a number of issues, including whether the complaint involves the actions of any trustee.
- The Board must exercise caution when dealing with complaints regarding staff, particularly in relation to confidentiality and processes to ensure the principles of natural justice are met. The Board will contact the NZSTA personnel/industrial adviser or other employer indemnity insurance approved adviser or legal representative in such cases. The Board will consider the relevant staff disciplinary policies, employment contracts, and expert advice.
- The Principal is responsible for making professional judgements in determining teacher competency and therefore the responsibility to initiate competency procedures rests with the Principal alone.
- The Board recognises that not all complainants will be satisfied with the outcome of a complaint. After one reconsideration, if the Board is confident of its decision, it will refuse to enter into further discussion/correspondence.
- Any B.O.T. member receiving a verbal complaint/concern needs to refer complainant to these procedures and not discuss the complaint outside of the policy and procedures.
- Complaints made by members of Staff against parents, B.O.T. members, or other Staff members should be discussed verbally in the first instance with the Principal, and if unresolved a written complaint may be submitted to the Principal. In the case of a written document this will be shared with the person who is the subject of the complaint.
- Reviewed (Staff) -1 Feb 2021