Glamorgan School

Concerns/Complaints by Parents and Caregivers Policy

Rationale:
Amicable relations between parents/caregivers and school staff are essential for a positive school environment.

Purposes:
When conflict arises, and parents/caregivers have a complaint, they should lay their complaint according to the following procedures.

Guidelines:

1. In the first instance, concerns or complaints should be directed to the staff member concerned. If this is not possible or the matter has not been resolved after initial contact, it should then go to a senior staff member or the Principal. However, if the situation is unresolved with the Principal, the parent/caregiver may address concerns or complaints in writing to the Chairperson of the Board of Trustees.

2. Where a complaint is directed to a member of the Board in the first instance, the Board member will direct the complainant to follow the procedure as listed in Guideline 1, and advise the Principal that a complaint has been made. Unless the grievance is with the Board of Trustees or the Principal, the Board will refer the matter to the Principal.

3. In cases of serious matter, the procedures laid down in the Primary Teachers or Principal's Collective Agreement will be followed. Staff members who are members of NZEI (NZ Educational Institute) may seek assistance from their Union.

4. If the complaint is about the Board of Trustees, it should be directed to the Chairperson of the Board in the first instance, or the Deputy Chairperson. The Board may seek assistance from the School Trustees Association.

5. All concerns or complaints received by the Board of Trustees will be considered in committee and the complainant will be formally advised of the decision in writing.

6. At any point an advocate may accompany a complainant.

Signed: _____

Date: _____

Review Date: _____