

Concerns and Complaints Policy

At Fairburn School all concerns and complaints are attended to promptly, respectfully and professionally and seek to bring effective resolution to all parties concerned.

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling concerns and complaints will be implemented and maintained to provide an open, consistent and fair way of resolving issues. It will comply with all relevant legislation and employment agreements.

The Board delegates to the Principal, full responsibility for ensuring processes are in place and operating effectively. In the event of a complaint or grievance concerning the Principal, responsibility lies with the Board.

In complying with the policy, the Principal will:

- implement and maintain robust procedures to meet the policy requirements
- ensure that the process for concerns and complaints is clearly communicated
- report to the Board as follows:
 - ALL complaints that have followed due process as laid out in the policy procedures, in order of seriousness – concern, complaint, formal complaint – and require escalation
 - Where the Board considers the degree and seriousness of the complaint justifies the introduction of a disciplinary or competency process, the Board shall seek immediate support from an NZSTA Adviser to ensure due process is followed
 - Should the Board receive a complaint regarding the Principal, the Board will consider whether this can be referred to an informal but supported mediation process (as per the employment agreement provisions that apply to the principal); if not the same measures will be applied as outlined above and the Principal's involvement restricted to that of a third party

Relevant Procedures

Fairburn School Concerns and complaints procedure

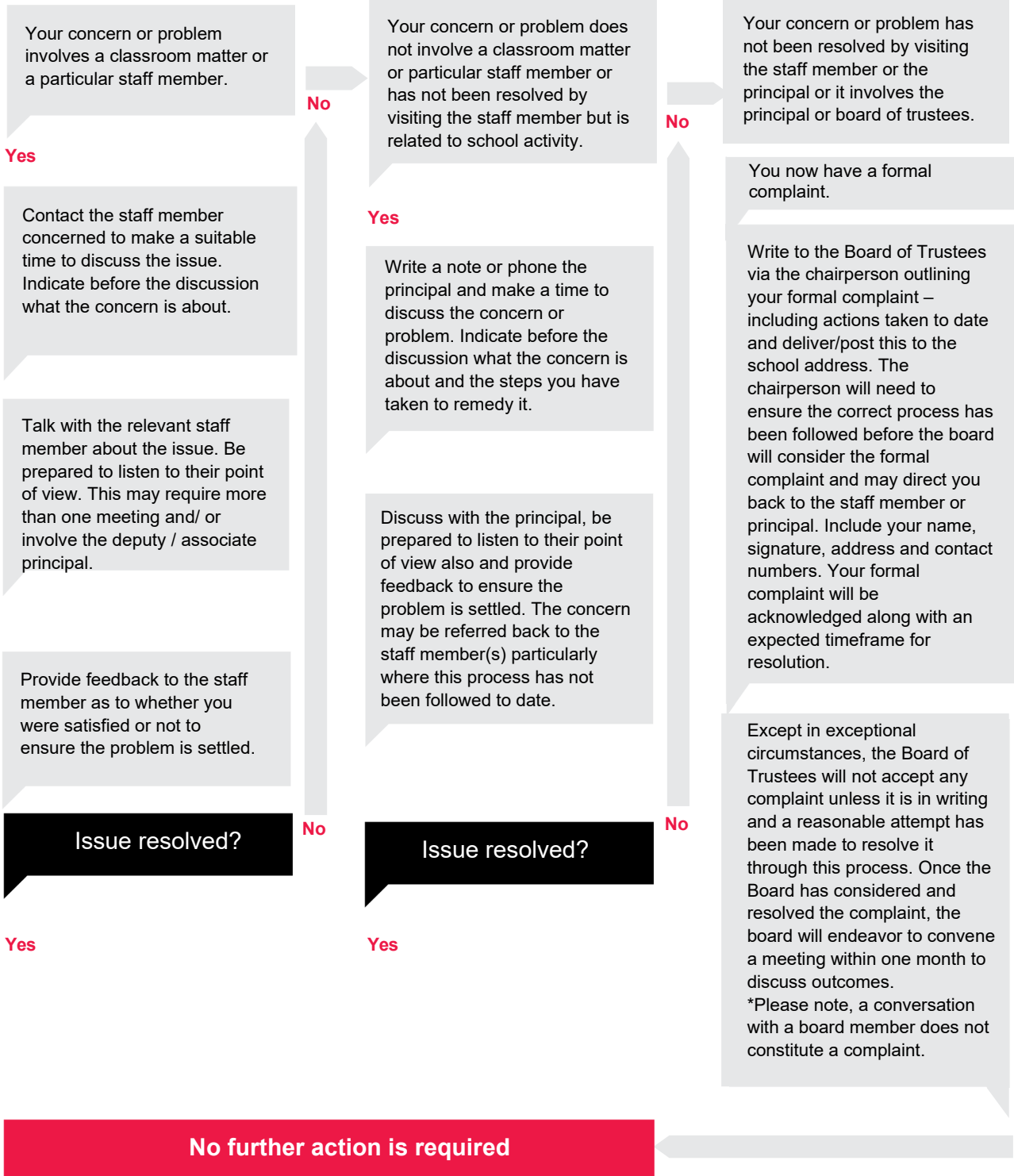
Monitoring

The Principal shall maintain a register of complaints and outcomes this shall be presented to the Board every quarter of the school year. The Board will consider this information alongside any other areas of policy and process, where there is potential for improvement.

This policy and supporting procedures will be reviewed every two years.

Fairburn School concerns and complaints process

Starting point



Your concern or problem involves a classroom matter or a particular staff member.

Yes

Contact the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about.

Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than one meeting and/ or involve the deputy / associate principal.

Provide feedback to the staff member as to whether you were satisfied or not to ensure the problem is settled.

Issue resolved?

Yes

No

Your concern or problem does not involve a classroom matter or particular staff member or has not been resolved by visiting the staff member but is related to school activity.

Yes

Write a note or phone the principal and make a time to discuss the concern or problem. Indicate before the discussion what the concern is about and the steps you have taken to remedy it.

Discuss with the principal, be prepared to listen to their point of view also and provide feedback to ensure the problem is settled. The concern may be referred back to the staff member(s) particularly where this process has not been followed to date.

Issue resolved?

Yes

No

Your concern or problem has not been resolved by visiting the staff member or the principal or it involves the principal or board of trustees.

You now have a formal complaint.

Write to the Board of Trustees via the chairperson outlining your formal complaint – including actions taken to date and deliver/post this to the school address. The chairperson will need to ensure the correct process has been followed before the board will consider the formal complaint and may direct you back to the staff member or principal. Include your name, signature, address and contact numbers. Your formal complaint will be acknowledged along with an expected timeframe for resolution.

Except in exceptional circumstances, the Board of Trustees will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it through this process. Once the Board has considered and resolved the complaint, the board will endeavor to convene a meeting within one month to discuss outcomes. *Please note, a conversation with a board member does not constitute a complaint.

No further action is required