

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

