

# TIRIMOANA SCHOOL

# **COMPLAINTS POLICY**

#### **RATIONALE:**

The Complaints policy provides a framework for persons to file a complaint with the expectation that the issue will be received openly and fairly, will be investigated, and will be actioned upon. Principles of natural justice apply to all investigation and resolution of complaints.

#### **PURPOSES:**

- 1. To clarify processes.
- 2. To ensure complaints will be treated in confidence and with respect.

#### **GUIDELINES:**

# **BY CHILDREN**

- Children may register a complaint with any staff member including the principal.
- It is expected that any complaint received will be sympathetically followed up on by staff members, and where necessary parents may be informed.

#### **BY STAFF**

- Staff may register a complaint to a member of the senior leadership team or to the principal.
- If the complaint is not satisfactorily resolved, or if it involves the principal, then the complaint may be registered with either the Board Staff Representative, the EEO Officer, or the Board Presiding Member.
- Complaints by staff relating to serious matters which have not been addressed satisfactorily by the principal may be dealt with under the Protected Disclosures Policy.

# **BY PARENTS / WHANAU**

- It is expected that parents will register complaints with the class teacher if the issue relates to issues in the classroom or with friends and peers in the playground.
- If the complaint is not resolved satisfactorily, or if it is considered serious, then it will be referred to a member of the senior leadership team or the principal.
- Complaints received by the school secretary will be forwarded to the appropriate person.
- Parents may also register complaints directly to the Board Presiding Member if matters have not been satisfactorily resolved by staff.
- Serious complaints should be put in writing.

# BY MEMBERS OF THE PUBLIC / COMMUNITY

• Complaints from outside the school community will be received initially by the principal and if necessary, referred on to the BOT Chairperson.

# **MALICIOUS AND UNREASONABLE COMPLAINTS**

- School and staff are obligated to apply a protocol of politeness, to determine the legitimacy of any complaint and to attempt to de-escalate tension and unreasonable behaviour.
- Staff will act politely and professionally by being factual, by not raising their voices or using
  emotive language, by keeping their use of language clear and simple, and will record the events for
  possible later referral.

NELP Objective 1: Priorities 1,2 Objective 2: Priorities 3,4

Policy 24

Review Date: February

15/02/2023

Complaints that constitute malicious or unreasonable definition may include the
following: unreasonable persistence after attempts to resolve a problem, unreasonable
demands that staff cannot professionally act upon, unreasonable lack of cooperation in
attempting to resolve a problem, unreasonable arguments, and unreasonable behaviours such as
physical or verbal threats, verbal abuse and yelling.

#### STAFF BEHAVIOURS WHEN RESPONDING TO COMPLAINTS

- Staff are expected to respond promptly, professionally, politely, and factually.
- Staff are expected to follow school protocols.
- Staff are expected to apply principles of restorative practice when resolving complaints.
- Staff are entitled to support from senior leadership and to protection from unreasonable behaviours.

#### **CONCLUSION:**

Complaints occur from time to time in every organisation. Responding to complaints promptly prevents problems from escalating further. Successful resolution of complaints may enable school to improve its systems and practices.

If you are not happy the way your complaint has been handled or if you think you have been treated unfairly you can lodge a complaint about us to the Office of the Ombudsman.

Other options depending on the nature of the complaint could be lodged with the Office of the Children's Commissioner, Office of the Race Relations Officer, the Human Rights Commission, Work Safe New Zealand, and the Office of the Privacy Commissioner.

NELP Objective 1: Priorities 1,2 Objective 2: Priorities 3,4

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#### **Tirimoana School Concerns and Complaints Process**

Most concerns will be resolved informally with the people concerned.

Resolution of concerns requires listening to different points of view respectfully and in confidence.

#### First Course of Action

General concerns and issues with students and/or staff.

Make an appointment with the person concerned to discuss the matter privately, indicating beforehand what it is about. If it is about a student, then contact the class teacher first.

Meet to discuss the issue or concern. Attempt a resolution.

Agree if the issue or concern is resolved. Agree upon outcomes OR if the issue is not resolved then refer on to the next steps.

#### When issues have not been resolved

Concerns and issues that have not been resolved by meeting with the persons concerned.

Contact the principal OR a member of the senior leadership team to make an appointment to discuss the matter. You may bring a support person.

Meet with the principal or deputy principal to discuss the issue or concern.

Include other persons who may be involved to assist with a resolution. Agree if the matter is resolved and if there is to be any follow up actions. If the matter is not resolved, then refer on to the next steps.

#### **Formal Complaints**

If a concern or issue has not been resolved OR if the concern is more serious OR if it involves the principal.

Make a FORMAL COMPLAINT

Put the complaint in writing, outlining the problem in detail, actions taken to resolve the matter. Include date, your name, contact details and signature.

Send to principal OR board chairperson. Your complaint will be acknowledged and a timeframe will be shared for an attempt at resolution. An investigation of actions taken and of the matter will take place. The complainant will receive a written outcome.