



ADOPTED	REVIEWED	COMMITTEE	NEW REVIEW DATE
February 1996	September 2016	Human Resources	September 2019

Avonside Girls' High School

Staff Complaints

GOALS

- To develop sound processes which ensure that staff are treated fairly and consistently.
- To provide a fair and just mechanism for dealing with complaints about staff.
- To provide a process in which those involved have confidence and which leads to a resolution satisfactory to the majority.

GUIDELINES

In instituting these processes for making complaints, it is expected that the guidelines set out below will be followed:

- There is to be a designated complaint handler for every group of staff in the school community about which a complaint might be received. Any person receiving a complaint is to refer the complaint to the appropriate complaint handler.
- Two levels of any complaint - both the formal and general concerns - are to be acknowledged by the complaint handler. Refer to Appendices I & II for the procedures in regard to concerns and formal complaints.
- Any person about whom a complaint has been made is to be informed as soon as is practicable.
- Requests that a complainant's identity be kept confidential are to be respected unless natural justice demands otherwise.
- The aim will be to resolve any complaint at the lowest level.
- All parties are to be notified of the outcome of the complaint process as soon as is practicable.
- Refer to Appendix for procedure for responding to a formal complaint.



Designated complaint handlers are as follows:

- A complaint about a teacher may go to a number of complaint handlers : to the teacher's Head of Learning Area if the issue is to do with day-to-day classroom and curriculum matters, to representatives of the school's Senior Leadership Team if the issues are deemed to be more serious, and ultimately, if the issue is a serious or complex legal, ethical or moral one, to the Principal, who will investigate the complaint. Any further action required will be handled according to the provisions of the relevant Collective Employment or Individual Employment Agreement for this group of staff or staff member.
- Any complaints about administrative and maintenance staff to be referred to the Principal and handled according to the provisions of the Collective Employment Agreement or Individual Employment Agreement applying to these staff.
- Any complaint about the Principal must be referred to the Chairperson of the Board of Trustees, who will determine whether or not the complaint warrants an investigation.
- Any complaint about any member of the Board of Trustees is to be referred to the Chairperson of the Board of Trustees, who will determine whether the complaint warrants an investigation.
- Any complaints about the Chairperson of the Board of Trustees is to be referred to the Deputy Chair of the Board, who will determine whether or not the complaint warrants an investigation.
- In any case, a formal complaint will be dealt with by the procedures outlined in Appendix II, with the Principal's role taken by the relevant person as referred to above.

If hearings are to be held, the following applies:

- Hearings to do with complaints about staff members are to be held before the Chairperson of the Board of Trustees and four other Board Members.
- Hearings to do with complaints about Board of Trustees Members are to be held before the Chairperson of the Board of Trustees, the Principal and two other Board members.
- Hearings to do with complaints about the Chairperson of the Board of Trustees are to be held before the Deputy Chair, the Principal and two other Board members.



Appendix I

PROCEDURE FOR PARENTS AND STUDENTS – WHAT DO I DO IF I HAVE A CONCERN?

If you have a concern you should firstly try to contact the teacher and discuss the matter with her/him.

Please ensure you leave information with the school office about the best time to contact you. If you email or write please ensure that a contact phone number is included. If you would prefer a written/emailed reply then we will endeavour to reply within five working days.

Once your concern has been considered and an answer provided or an action taken by the school, if you are not satisfied that your concern has been adequately remedied, then you may wish to take your concern further.

If your concern is over a matter about which you don't wish to speak to the teacher directly or is about a general school matter, you could phone, email or write to

- 1) the Whanau Teacher
- 2) the Teacher in Charge of the subject
- 3) the Head of Learning Area
- 4) the Head of Level
- 5) the Head of House
- 6) the Head of Guidance
- 7) a member of the Senior Leadership Team
- 8) the Principal
- 9) the Board of Trustees Chairperson



Appendix II

PROCEDURE FOR MAKING A FORMAL COMPLAINT

If you are not satisfied that you have got answers for your concerns and wish to make a formal complaint, the following procedures apply:

- 1 A formal complaint must contain a first hand account of the issue. Write down your complaint giving specific details of what it is you are complaining about. Include details of efforts you have already made to resolve the matter. Include your name and contact phone number.
- 2 Take your written complaint to the Principal or another member of the school's senior leadership team if the Principal is absent. Ask for assistance at the school office if you are unsure how to go about delivering your complaint. If you prefer you can hand your complaint to a member of the Board of Trustees who will deliver your complaint for you to the Principal. The school office can tell you how to get in touch with a member of the Board of Trustees.
- 3 When the Principal receives a complaint, the matter will be discussed with you before deciding what further action should be taken. If you want somebody else to accompany you when you discuss the matter you are welcome to do so.
- 4 The Principal will talk to the person about whom the complaint has been made as well as interviewing anybody else who may have had a part to play in the incident or who may have seen what happened. Written statements will usually be taken.
- 5 The Principal will decide what steps will be taken as a result of the initial enquiries.
- 6 You will be informed of the outcome of the enquiries.
- 7 Depending on the nature of the complaint, the matter may be referred to the Board of Trustees who will make an initial enquiry.
- 8 Your complaint will be treated in confidence. However, in the interests of natural justice the person about whom a complaint is made must have the opportunity to hear all details about the complaint and to reply to it.



APPENDIX III

FORMAL COMPLAINT PROCEDURE

