

**WYNDHAM SCHOOL**

**Raising a Concern or Complaint Process**

**Do You Have a Concern or a Complaint?**

##  Purpose

To outline the process for voicing a concern at our School.

**Guidelines:**

*What is the Difference between a* ***Concern*** *and a* ***Complaint****?*

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| **A Concern is: -** | **A complaint is: -** |
| A minor issue that may be resolved informally directly between the parties involved. Concerns are not expected to have disciplinary, legal, or industrial consequences. | A complaint is an issue of a serious nature and may involve the consideration of disciplinary, legal or employment consequences. It may involve any staff, the Principal, the School Board or property. An unresolved or repeated concern may be escalated to a complaint. |



Concerns should, in the first instance, be addressed to the relevant staff member e.g., Classroom Teacher. Make a time with the teacher for this discussion.

While minor issues may be able to be discussed in a quick informal chat with a staff member, normally for both parties to give the matter full attention, arranging a time to discuss the matter is a preferred option.

If the concern does not involve a particular staff member or has not been resolved, it should be addressed to the Deputy Principal and/or Principal.

If the concern has not been resolved by either the relevant staff member, Deputy Principal or Principal, or it involves the Principal or Board, it should be addressed to the School Board. [This is the **Stage 3** process](https://rurued.sharepoint.com/%3Aw%3A/g/Policy/ESRiS8dMdAJFolOmCwaBOX8Bqy8ThMSDP6RR0YWivZkziA?e=AANelR) that the Board follows.



**WYNDHAM SCHOOL**

**Complaint to School Board Procedure**

### Do you have a complaint to the School Board?

**Purpose**

To provide guidance for correct processes when dealing with complaints made to the School Board.

**Three Stages of Referral**

Stage 1: Staff or School Protocols for Concerns – See [“If you have a Concern”](https://rurued.sharepoint.com/%3Aw%3A/r/Policy/Policy%20Procedure%20and%20Process%20Documents/If%20You%20Have%20a%20Concern.docx?d=w192683dbf69a4f32922384e09a7b6f82&csf=1&e=tvBt9y) Process

Stage 2: Principal Protocols for Concerns or Complaints – See [“If you have a Concern”](https://rurued.sharepoint.com/%3Aw%3A/r/Policy/Policy%20Procedure%20and%20Process%20Documents/If%20You%20Have%20a%20Concern.docx?d=w192683dbf69a4f32922384e09a7b6f82&csf=1&e=tvBt9y) Process

 If the matter is not satisfactorily resolved at this point it is escalated to Stage 3

**Stage 3:** **School Board Protocols for Complaints**

**When the problem is not resolved after reference to the Principal the matter is referred formally in writing by the complainant to the Board Presiding Member and this Board process is enacted.**

**If the concern or complaint process has not been followed by the complainant, the Board will return any letter of complaint and ask that the Process is followed.**

**Procedure**

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| On receipt of complaint, the Principal is consulted to ensure that Stage 1 and 2 of the process have been completed.Letter of complaint is acknowledged by the Board Presiding Member within seven (7) days of receipt of the letter. A copy of this Stage 3 process is included. The complainant advised of the next steps in the Board process. The letter becomes part of the correspondence that will be dealt with at the next Board meeting while the public is excluded (in-committee). All letters addressed to the Board Presiding Member are for the whole Board. The need to act in a timely manner may require a special meeting of the Board to be called.The Board Presiding Member may initially consider and explore the complaint, depending on Board delegations. The Presiding Member cannot decide independently what action will be taken unless given delegated authority to do so by the Board.  |
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| Letter is tabled at Board meeting (in-committee).Any conflicts of interest must be declared, and conflicted Board members must not participate in any discussion decision making around the matter.The Board determines how this complaint will be resolved – by delegating authority including which members will report back to the Board. |
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| Before proceeding with any serious investigation, the delegated person(s) should contact the school’s lawyer, NZSTA and the Board’s insurer (through the Principal). The Board must exercise caution when dealing with complaints regarding staff, particularly around confidentiality and processes, to ensure their good employer obligations and the principles of natural justice are met. |
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| At the next meeting of the Board, the report(s) are received. Board delegate(s) report back to full Board and bring findings, recommended actions and/or report decisions made in-committee. |
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| Board takes appropriate actions, records and formally minutes decision(s) in-committee. |
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| The Board advises complainant, in writing, of its decisions and the factors considered in reaching the decision(s). |
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| Any of the parties may request the Board to reconsider their decision – however normally for such a reconsideration to take place added information that would have been relevant to the Board’s deliberations must be produced on request. |
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| The Board recognises that not all complainants will be satisfied with the outcome. After one reconsideration, if the Board is confident with its decision, it may refuse to enter further discussion/correspondence.  |

Complaint against the Board Presiding Member

A complaint against the Board Presiding Member must be submitted to the Board in writing.

The letter is tabled at a Board meeting and the process steps above are followed.

Complaint against the Principal

A complaint against the Principal must be submitted to the Board in writing.

The letter is tabled at Board meeting and the process steps above are followed.