

PUNI SCHOOL
NAG 2 - POLICY ON COMPLAINTS PROCEDURE

RATIONALE:

A systematic publicised policy of dealing with concerns is required to ensure that sufficient discussions, possible solutions, and time are devoted to the settlement of the complaint to the satisfaction of all parties involved.

PURPOSES:

1. To have a unified approach to dealing with complaints and concerns.
2. To have a well publicised and circulated format for parents / Guardians and staff to follow when concerns are raised.
3. To maintain the codes of ethics and confidentiality of the complainant.

**Most incidents and concerns are quickly and effectively dealt with via a note to the teacher, a phone call or an informal face to face discussion.
The first port of call should be directly to the staff member concerned.
The incident may proceed to the Syndicate Leader, Principal and or Board of Trustees once the guidelines of his policy have been systematically followed.**

BROAD GUIDELINES:

1. When a parent or guardian desires to make a complaint either personally or in writing it will be addressed directly to the teacher of the class of the child(ren) concerned.
2. The teacher will listen to gain the facts of the complaint.
3. In responding to a complaint or concern, fact gathering from other involved participants might be necessary to obtain a clear, overall picture of the situation(s). Therefore there might be a 2 working day time lapse in responding to the original complainant.
4. If the complaint or concern is of a serious enough nature, an action plan, stating objectives, rules, outcomes and time frames will be mutually drawn up by the complainant and teacher concerned. A copy will be given to the Syndicate Leader and Principal.
5. Dates for regular reviews of the complaint will be included in the action plan and communication between the parent / guardian will need to be ongoing to provide valuable feedback as to the addressing of the original complaint. The syndicate Leader will attend each meeting and keep minutes. These will be copied to the Principal. The complainant is welcome to bring supporters to these meetings.

6. After several communications and meetings, should either the parent or teacher feel insufficient progress is being made with the agreed action plan, the Principal should be informed of developments and asked to intercede.
7. If a satisfactory understanding cannot be arrived at with the Principal, the complainant (staff member or parent) may submit the complaint in writing to the Board of Trustees.
8. The Board of Trustees will furnish a copy of the complaint to those concerned.
9. In due course the Board of Trustees will consider the complaint and use its best endeavours to reconcile the differences outlined in the letter of complaint.
10. A member of the Board of Trustees or staff member, personally interested in a complaint or concern, will take no part in the Board's decision, but may submit a statement on the matter.
11. When a parent or guardian wishes to make a complaint against the Principal, the complaint will be made to the Chairperson of the Board of Trustees who shall use his or her best endeavours to solve the concerns raised.
12. Parents and Guardians can then address their concerns to the Ministry of Education.

CONCLUSION:

Complaints and concerns given open discussion, an action plan, and sufficient time for rectification should lead to satisfactory solutions for all parties involved.

Ratified by the Board of Trustees: May 2022

Next review: March 2025