

NAG 3 POLICY - COMPLAINTS

RATIONALE:

To ensure all complaints are addressed in a mutually agreeable and timely manner, with a positive outcome.

GUIDELINES:

1. If a parent or caregiver wishes to discuss some aspect of the classroom programme or a child's progress, they should in the first instance approach the classroom teacher for an appointment to discuss the concern and try to resolve it.
2. Teachers may be approached before school or after school, or an appointment may be requested through the office or through the teacher's email.
3. If the meeting with the class teacher is not satisfactory, the parent can request a meeting with the principal. The principal will liaise with the parents and teacher concerned, separately, and then will bring both parties together for a meeting if necessary. The principal may request the support of another staff member if it is deemed necessary.
4. If this meeting does not satisfy the parent/caregiver, the complaint should be put in writing and addressed to the chairperson of the Board of Trustees and such a complaint will go before the Board of Trustees and may be investigated by a sub-committee.
5. Concerns and/or complaints regarding support staff, teaching staff, Principal, Board of Trustee members, parents/caregivers, equipment or programmes should be addressed to the principal in the first instance. If the outcome is not satisfactory, then the complaint should be put in writing and addressed to the chairperson of the Board of Trustees care of the Hurupaki School office.
6. Those making complaints and those having complaints made against them will be informed of the Board's investigation/action, which may involve referring the complaint back to the principal.
7. The complainant will be given written acknowledgement that their complaint has been received. This is likely to come from the Board chairperson.
8. The result of any Board decision in relation to a complaint should be forwarded to the relevant parties in writing. The board chair may request a meeting to explain the Board's decision.

REVIEWED: _____ Date _____