



St. Peter's Catholic School

COMPLAINTS PROCEDURE

Our aim is to provide a fair and consistent Complaints Procedure which is transparent and based on natural justice.

Issues need to be heard and frequently a meeting with the person directly involved ie class teacher or principal enables an issue to be resolved, before a complaint is reached.

Using the principles of natural justice all parties will be listened to, given an opportunity to express their understanding of the issue and advice from NZSTA and NZEI will be sought to support the process.

CONCERN OF COMPLAINT ABOUT SCHOOL ORGANISATION

All complaints about school activities or organisation shall be referred to the classroom teacher, teacher in charge of activity or the Principal.

If no resolution is reached a complaint should be made in writing to the Board Chair and signed by the complainant.

COMPLAINTS AGAINST A TEACHER

All complaints against a teacher shall be referred in the first instance to the Principal.

- Principal will contact NZSTA immediately and follow their advice through the process.
- A copy of the complaint will be given to the teacher for a written response.
- Principal will document concern, investigate and report back to all parties.
- If no resolution is reached complaint should be made in writing to the Board Chair and signed by the complainant.
- Where the Board considers a resolution is reasonable and effective, the complainant and the Teacher should be informed by the Board that no further action is intended.
- If the Board is not satisfied, the full Board or a committee of the Board may discuss the complaint and recommend actions to the Teacher. The Teacher should be invited to respond to the Board's recommendations.
- In the case of allegations which have disciplinary implications, the Board should convene a committee to investigate and report only on the substance of the complaint. Such a committee will include a professional or union representative nominated by the Teacher as well as a professional or STA advisor selected by the Board.
- The committee should report in writing to the Board detailing all parties consulted and the content of any written submissions. The committee may offer a recommendation to the Board.
- While formal procedures are available as a last resort, every effort will be made by all concerned to resolve the matter informally.

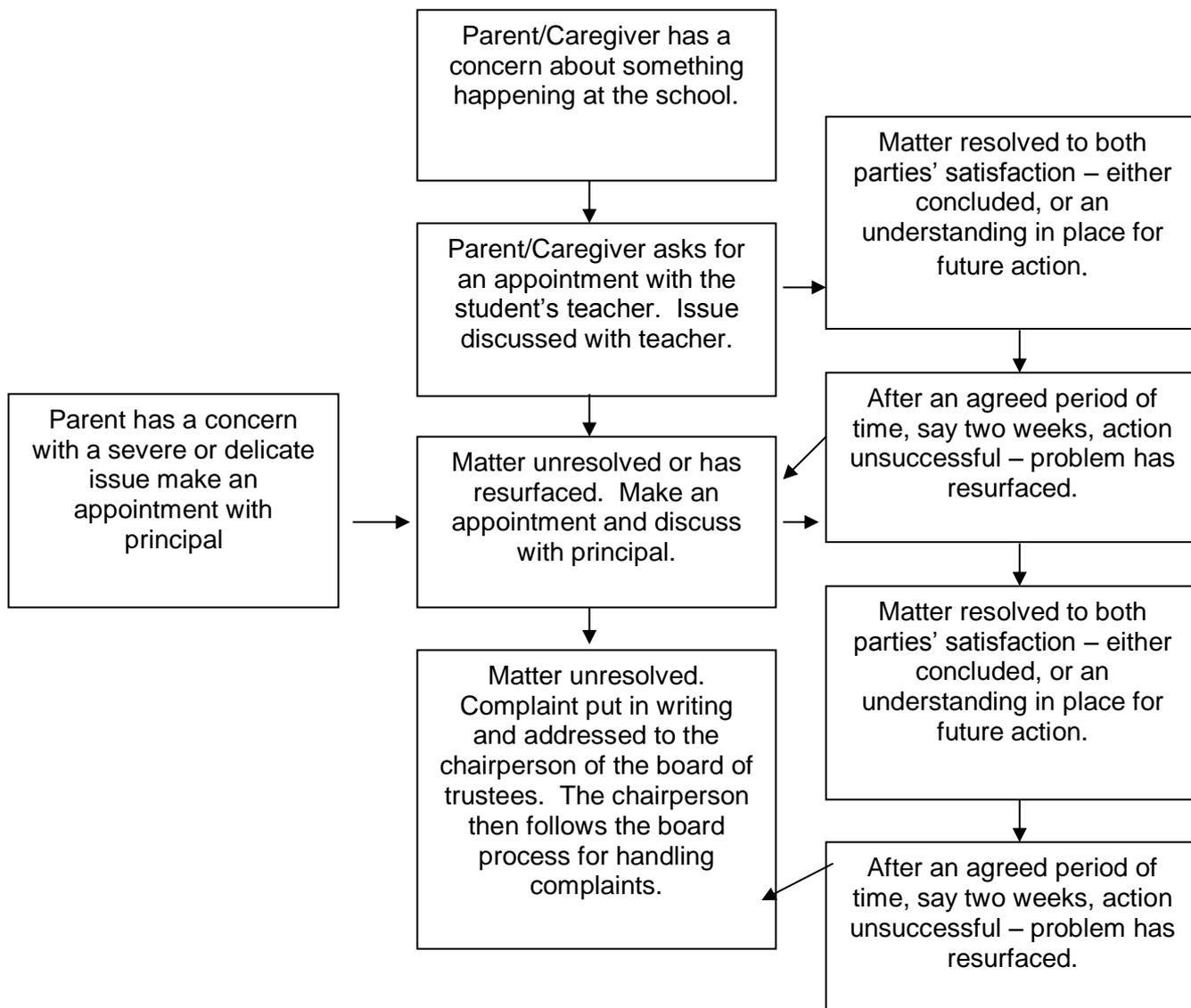
COMPLAINTS AGAINST PRINCIPAL

- A copy of the complaint should be given to the principal for a written response.
- The Chair will contact NZSTA for advice through process.

- The Board will consider the written response and inform the complainant in writing of any actions taken in resolution.
- Where the Board considers a resolution is reasonable and effective, the complainant and the Principal should be informed by the Board that no further action is intended.
- If the Board is not satisfied, the full Board or a committee of the Board may discuss the complaint and recommend actions to the Principal. The Principal should be invited to respond to the Board's recommendations.
- In the case of allegations which have disciplinary implications, the Board should convene a committee to investigate and report only on the substance of the complaint. Such a committee will include a professional or union representative nominated by the Principal as well as a professional or STA advisor selected by the Board.
- The committee should report in writing to the Board detailing all parties consulted and the content of any written submissions. The committee may offer a recommendation to the Board.

COMPLAINTS FLOW DIAGRAM OF PROCEDURE

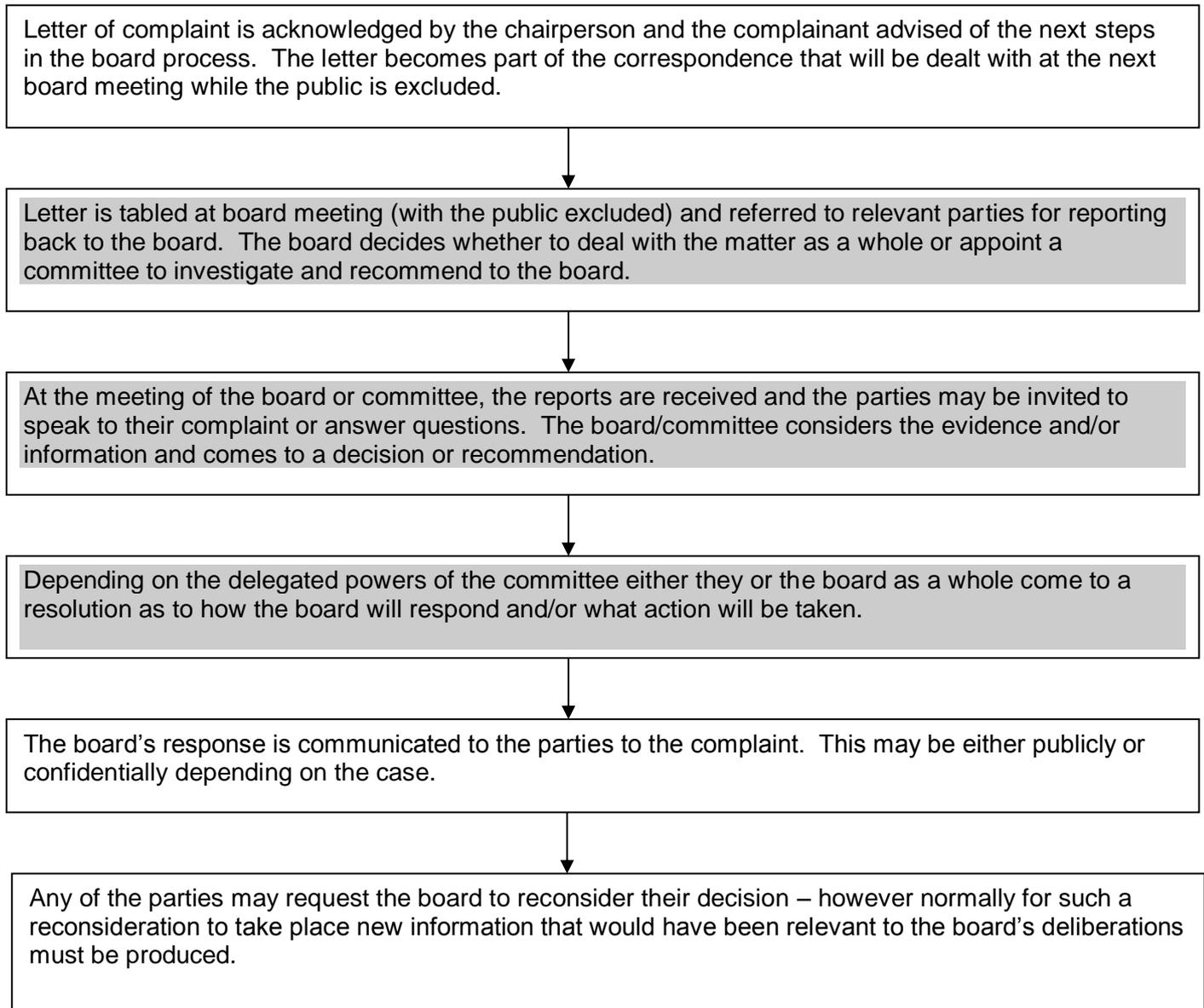
The school responds to complaints in a clear and consistent manner. Below are the procedures for the school's community to follow if they have a complaint.



- While minor issues may be able to be discussed in a quick informal chat with a staff member, normally in order for both parties to give the matter full attention, arranging a time to discuss the matter is the preferred option.
- The board needs to formally receive a complaint in order to act on it. If a complaint is serious enough for the board to deal with, it is serious enough to be put in writing. If you have concerns about expressing the matter clearly in writing, please discuss the matter in confidence with the Board Chair (or another delegated board member) to enable them to assist you with this.
- If the complaints procedure has not been followed, the Board Chair will return any letter of complaint to the writer and ask that they follow the procedure first.

COMPLAINTS FLOW DIAGRAM OF PROCEDURE

BOARDS OF TRUSTEES COMPLAINTS FLOW DIAGRAM



Shaded areas denote "In committee" ie public excluded meeting.