



## **GOVERNORS BAY SCHOOL COMMUNICATION & COMPLAINTS PROCEDURE (What to do when things go wrong)**

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### **Parental concerns and complaints procedures:**

1. Concerns and complaint about classroom procedures should in the first instance be addressed to the teacher in an appropriate manner.
2. A referrals procedure used by all staff will ensure that appropriate action is taken and reported back.
3. Concerns and complaints about school management should be addressed in the first instance to the person concerned. The Principal is finally responsible for all matters of day to day school management.
4. A reminder of recommended procedures will be published at regular intervals in the school newsletter.

### **Allegations against staff and serious complaints, or complaints received by the Board in writing:**

1. Each concern or complaint will be dealt with as close to its source as possible.
2. Where appropriate, staff and the Board will follow the procedures set out in the applicable Employment Agreement, the Employment Relations Act 2000, the Human Rights Act 1993 and any other legislation that is relevant to an allegation.
3. The BOT is responsible for dealing with concerns and complaints about the Principal, and with complaints that the Principal has investigated, and deems serious.

4. Any allegations should be in writing addressed to either the Principal or the Board and should clearly explain the nature of the allegation.
5. The principles of natural justice will be followed; that is, the person about whom a formal complaint is made must have the opportunity to:
  - Hear the details of the complaint.
  - Respond to the complaint.
 In addition the person(s) making a decision on dealing with a complaint must pay due regard to all parties without bias.
6. All perspectives will be heard before decisions are made.
7. The interests of all people will be taken into account.
8. People who raise a concern that needs an answer or who make a formal complaint, will be informed of any outcomes.
9. Records will be kept of all formal complaints received, detailing the process followed and any outcomes of that result.
10. The Board may elect to carry out the investigation itself, establish a committee for that purpose, obtain relevant expertise and assistance, or in any other way deal with the allegation that complies with this policy.
11. The Board will endeavour to deal with any complaint within two weeks of receiving it in writing.

**REVIEW STATUS:**

<b>Signed (BOT Chairperson)</b>	<b>DATE</b>	<b>REASON</b>	<b>REVIEW DATE</b>
	<b>19/04/2010</b>	<b>BOT REVIEW</b>	<b>April 2009</b>
		<b>NEXT REVIEW</b>	<b>May 2012</b>