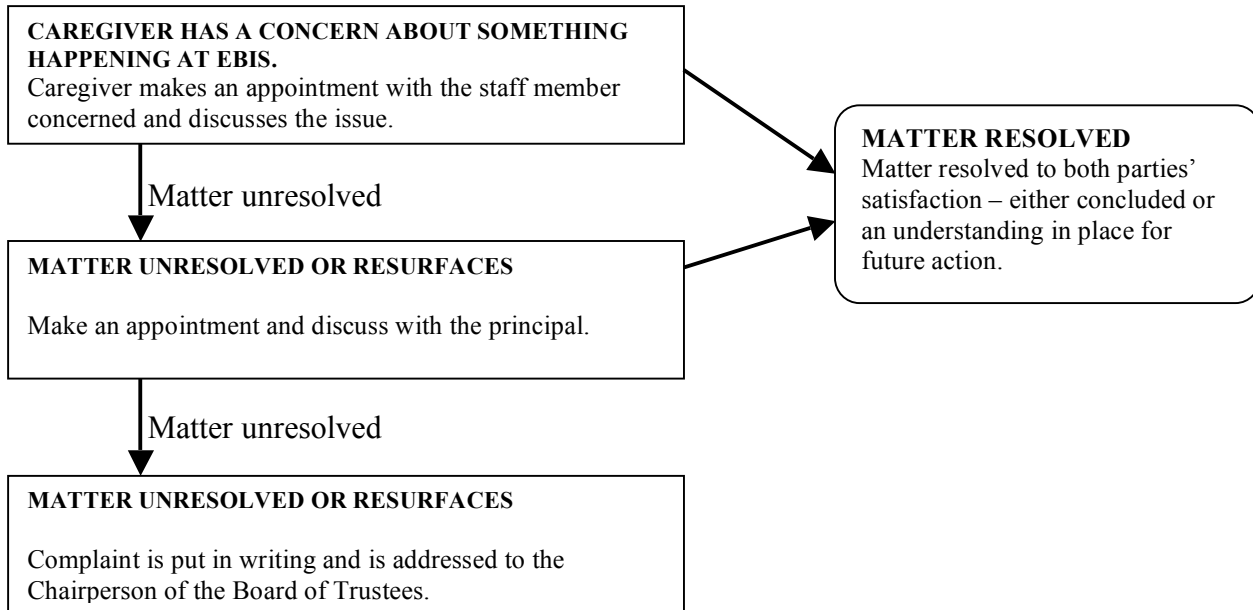


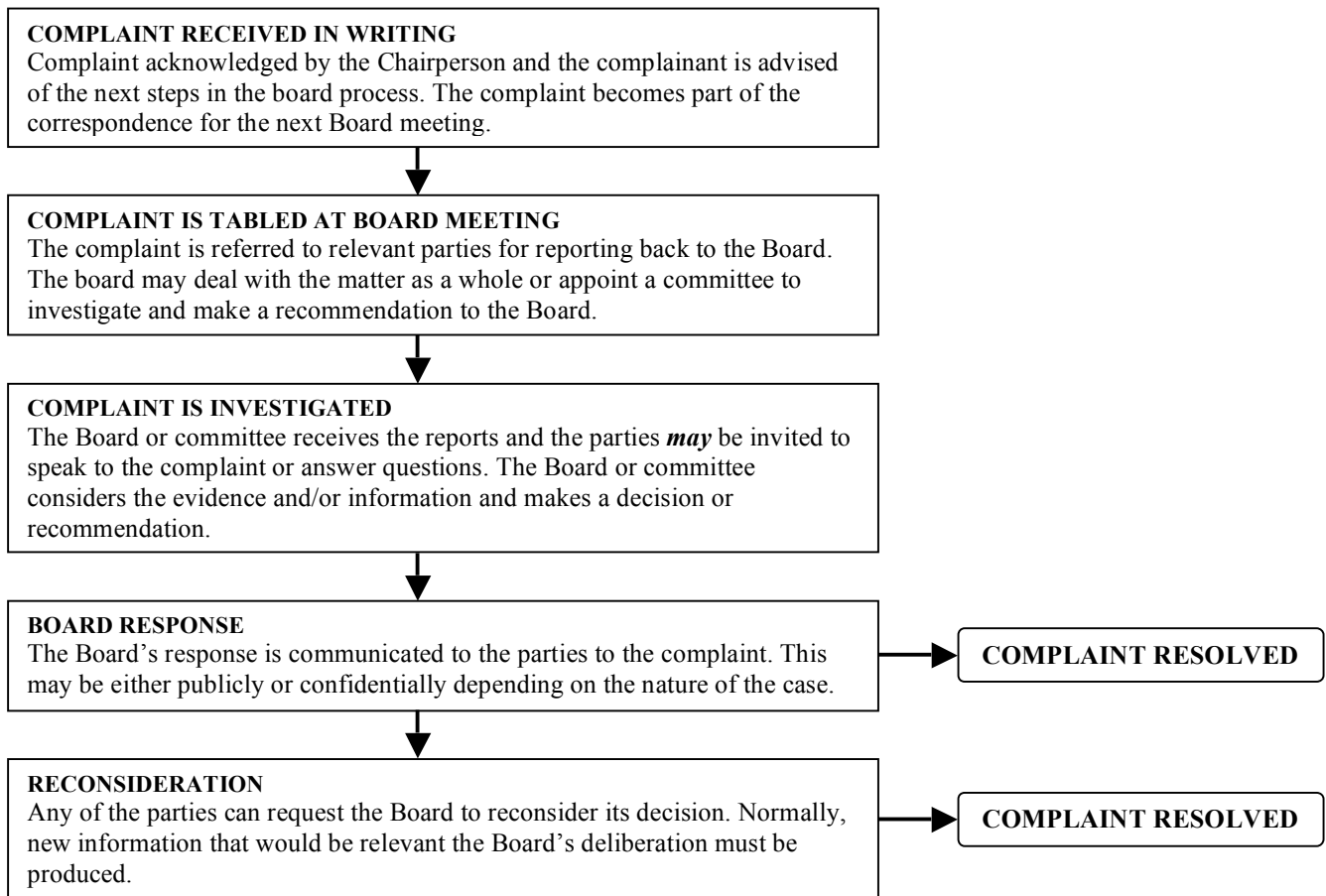
# Evans Bay Intermediate School

## Concerns and Complaints Policy

### Stage One: School Community Process.



### Stage 2: Board of Trustees Process



## **Stage One: School Community Process.**

1. 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.
2. If the concerns and complaints procedure has not been followed, the Board will normally return any letter of complaint to the writer and ask that they follow the procedure first.
3. 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 put in writing.
4. All parties to the complaint may bring a support person to any meeting where the issue is to be discussed. Either party should be informed if a support person is to be present.

## **Stage 2: Board of Trustees Process**

1. Issues of a serious nature, e.g. allegations of physical abuse, may require a special meeting of the Board to be called.
2. All correspondence to the Chairperson is for the whole Board. The Chairperson cannot decide independently as to what action is to be taken.
3. Resolution or dismissal of the complaint must not be discussed before all the information is to hand.
4. Conflict of interest will be determined on a number of issues, including whether the complaint involves the actions of any trustee.
5. The Board must exercise caution when dealing with complaints regarding staff, particularly in relation to confidentiality and processes to ensure the principles of natural justice are met. The Board must consider the relevant staff disciplinary processes and employment contracts. The NZSTA personnel/industrial adviser should be consulted.
6. The Board recognises that not all complainants will be satisfied with the outcome of the complaint. After one reconsideration, if the Board is confident of its decision, it will refuse to enter into any further discussion/correspondence.
7. A complaint regarding lack of compliance in relation to an agreed complaint resolution will be treated as a serious matter and actioned with urgency as a new complaint rather than as a reconsideration of the previous issue.
8. Trustees need to recognise the difference between a complaint they have as a parent (i.e. regarding their own child) and a complaint they have as a trustee. In the first instance they are required to follow the normal procedures and are excluded from decision making due to a conflict of interest. The latter case is dealt with as an agenda item for the whole Board.

**Reviewed: February 2010**