

VISCOUNT COMPLAINTS POLICY

This policy should be read in conjunction with the attached complaints procedures.

RATIONALE

It is the Board of Trustees responsibility to ensure that any complaints received are managed in a fair, consistent and equitable manner, mindful of the principles of natural justice and in accordance with relevant Employment Agreements, legislation and Codes of Conduct, at all times respecting confidentiality.

PURPOSE

Where possible address a concern quickly before it escalates to a formal complaint.

To ensure complaints are dealt with in a manner where fair consideration is given to the rights of all parties.

To ensure complaints follow due process as established by the Board of Trustees and Management.

To put in place appropriate corrective and / or disciplinary action as required.

DEFINITION

- **Concern** – a minor issue that may be resolved informally between parties involved. Concerns are not usually expected to have disciplinary, legal or industrial consequences.
- **Complaint** – Any verbal or written statement about school practice or policy that in the opinion of the complainant is of a serious nature that disadvantages them or the school community.
- Any verbal or written statement of a serious nature that indicates a member of the school community has acted illegally, unprofessionally or in any manner that is harmful to another member of the school community.
- **A Complainant** may be a– parent / caregiver / whanau member, staff member, student, member of the community.
- **A Complaint can be about** – A staff member, B.O.T. member, student, school practice or policy.

GUIDELINES

In all cases the Board, will act as a good employer. The Board's actions shall be to resolve the complaint / concern as quickly as possible at the lowest level possible.

In dealing with any complaint / concern the school will act in accordance with the relevant conditions of the current employment agreements as well as with relevant legislation or on advice from a legal adviser (e.g. N.Z.S.T.A.) if necessary.

Initial Steps – (Complaints, Concerns)

1. The Complainant will follow the process as set out in Appendix 1.
2. The person receiving the complaint must first determine whether it is a complaint (major / serious) or a concern (minor) to determine the process pathway.
3. The person receiving the complaint will then determine whether the complaint involves individuals (staff, pupils, B.O.T. and employees of the school) or school practice or policies to ensure the correct pathway is followed.

4. The complainant will be advised of the complaint category and the process.
5. A complaints file of all serious complaints will be kept by the Principal or in Board files.

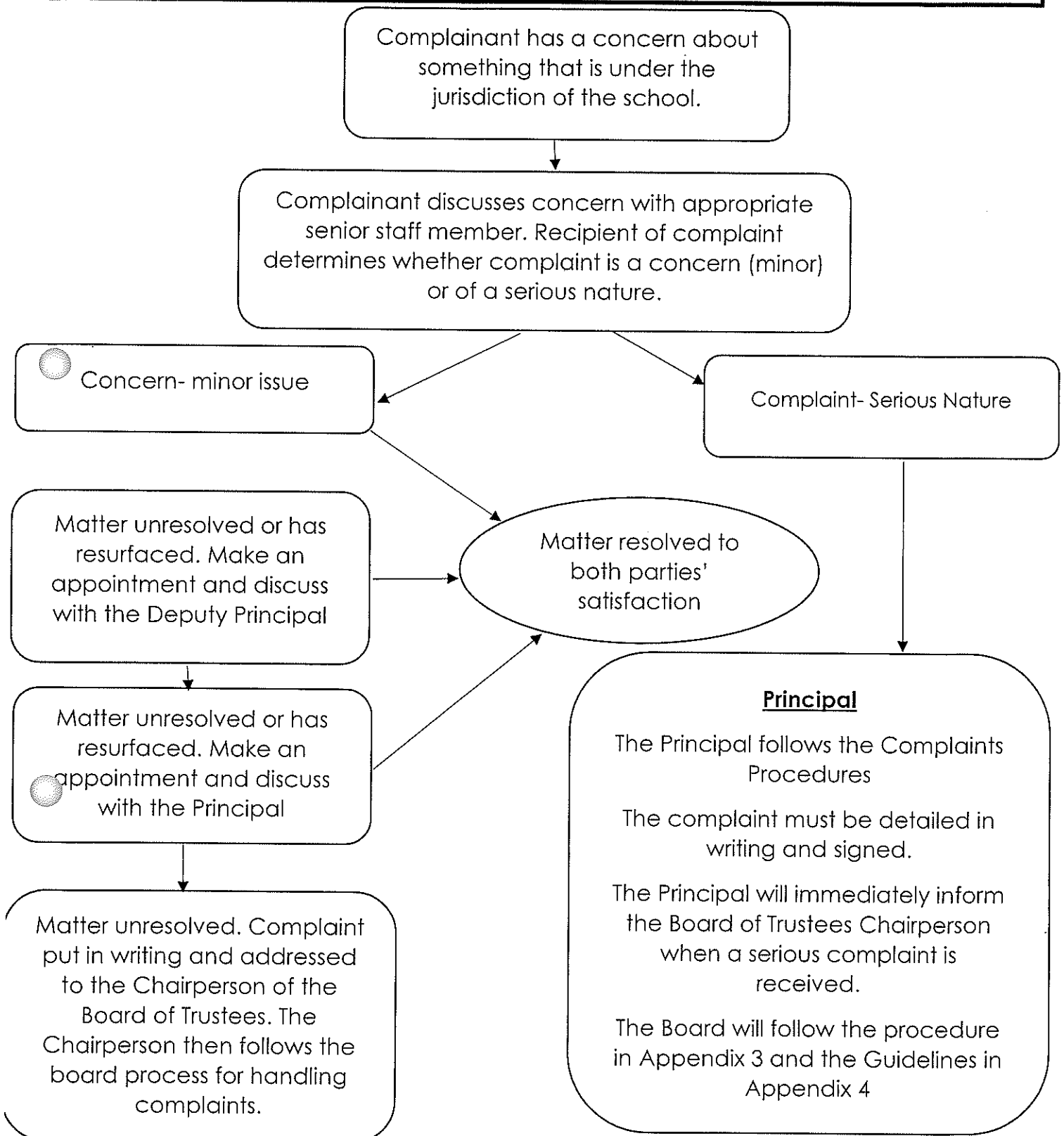
APPROVED _____

CHAIRPERSON _____

REVIEW SEPTEMBER 2019



Viscount School
Complaints Procedure for Students/ Parents/ Caregivers/Staff
Making a Complaint

**Notes**

1. While minor issues may be able to be discussed in a quick informal chat with a staff member, the preferred option is to arrange a time to discuss the matter in order that both parties give the matter proper attention.
2. If the 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. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.

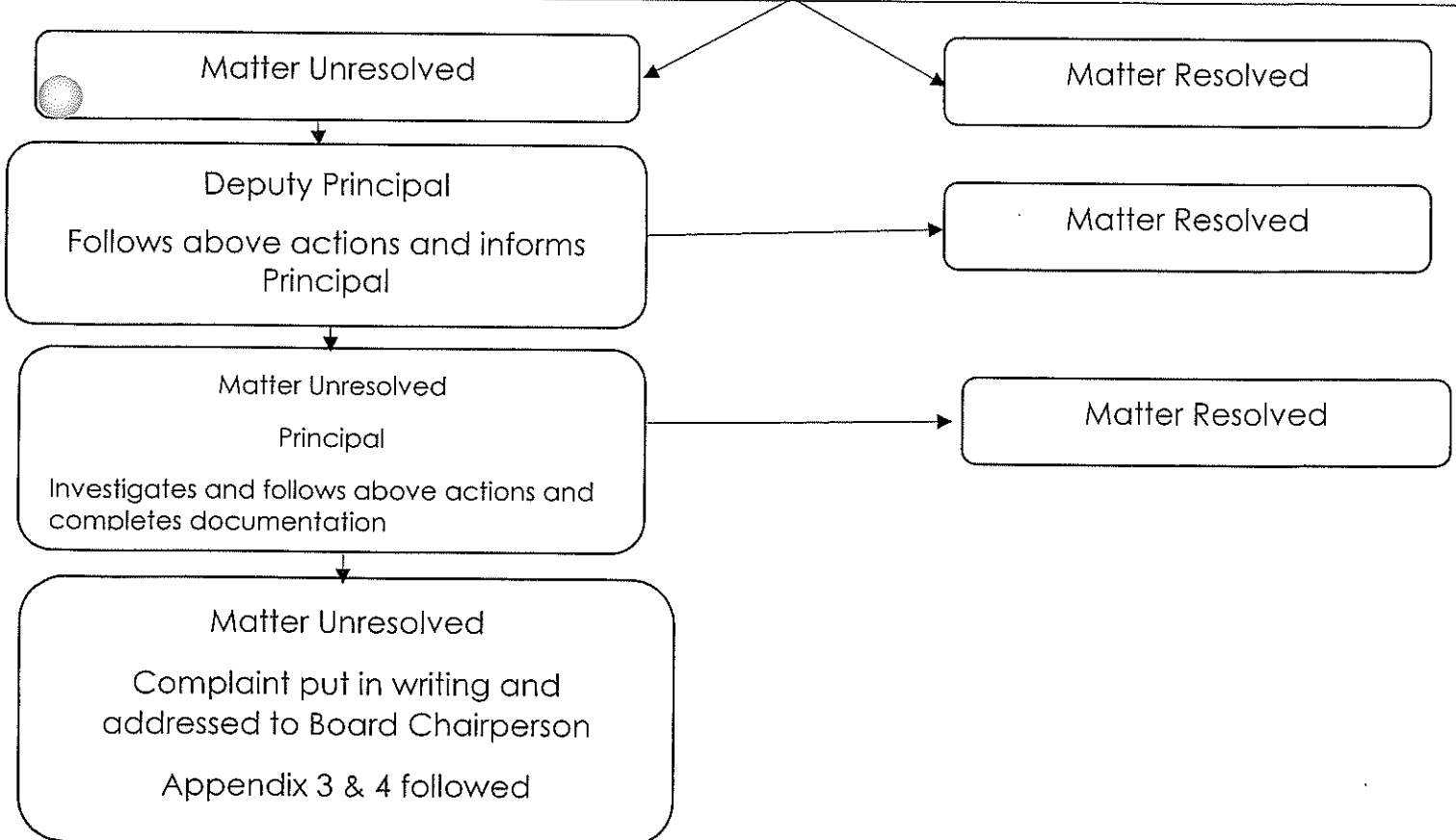
Viscount School
Detailed Procedure (Internal) for Dealing with Complaints

Teacher or Deputy Principal receives a written or verbal complaint
 Teacher or DP asks if this is a:

1. Concern – may be written or verbal but is not expected to have disciplinary, legal or industrial consequences.
2. Complaint – may have disciplinary, legal, industrial consequences. These must be referred immediately to the Principal

Concern
 Options for Referral

Teacher	Deputy Principal	Principal
<ul style="list-style-type: none"> • Concern discussed with the staff member or student and caregivers who are given opportunity to respond and are offered support. • Options considered and implemented • Consultation, investigation and follow up • Response given to complainant • Report of outcomes written 		



Viscount School
Complaints Procedure for Board of Trustees
Receiving a Complaint

Letter of Complaint is acknowledged by the Chairperson and the complainant advised of the next steps in the board process. The letter becomes part of the correspondence that will be dealt with at the next board meeting while the public is excluded.

If the complaints procedure (for concerns) has not been followed the board will normally return any letter of complaint to the writer and ask that they follow the procedure first.

Letter is tabled at board meeting (with the public excluded) and referred to relevant parties for reporting back to the board. The Board decides the appropriate response pathway or directs it back to Appendix 1. They decide whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the board.

At the meeting of the board/committee the reports are received and the parties may be invited to speak to their complaint or answer questions. The board/committee considers the evidence and/or information and comes to a decision or recommendation.

Depending on the delegated powers of the committee either they or the board as a whole come to a resolution as to how the board will respond and/or what action will be taken.

The board's response to the complaint is communicated to the parties. This may be managed either publicly or confidentially depending on the case.

Any of the parties may request the board to reconsider their decision – however normally for such a reconsideration to take place new information that would have been relevant to the board's deliberations must be produced.

Viscount School
Guidelines for Board of Trustees
In Dealing with Serious Complaints

1. Issues of a serious nature, e.g. allegations of physical abuse, gross, serious or sustained poor performance, dishonesty, verbal abuse, harassment, undermining Board policy, etc may require a special meeting of the board to be called.
2. All letters addressed to the chairperson of the board are the whole board. The chairperson cannot decide independently as to what action will be taken unless delegated authority to do so by the board.
3. Subject to agreement between the parties resolution or dismissal of the complaint will not occur before all the information is at hand.
4. Conflict of interest will be determined on a number of issues, including the relationship to anyone involved in the complaint.
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. It is advisable to contact the regional NZSTA personnel/industrial adviser in such cases. The board will need to consider the relevant staff disciplinary policies, employment agreements and experts advice from the NZSRA adviser.
6. In the case of complaint against staff the Board's insurance company should be informed of possible future actions.
7. The board recognises that not all complaints will be satisfied with the outcome of a complaint. After one reconsideration, if the board is confident of its decision, it will refuse to enter into further discussion/correspondence. In making such a decision the NZSTA help desk can assist by giving an objective assessment of a board's processes in dealing with the complaint.
8. 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.
9. Trustees need to be clear in their mind of the difference between a complaint they have as a parent (i.e.) regarding their own child) and a complaint they have as a trustee (e.g.) obstruction of staff preventing them carrying out board work.) In the first instance they are required to follow the normal procedures and are excluded from decision making due to conflict of interest. The latter case is dealt with as an agenda item for the whole board (possibly with the public excluded).
10. Trustees need to be clear in their actions when a parent, community member or student makes an approach to them directly about a concern & /or complaint. The trustee must advise the complainant of the correct procedures to follow and direct them to these procedures.