

CHRISTCHURCH RUDOLF STEINER SCHOOL

COLLEGE PRINCIPAL GROUP

Management

Policy re **ADMINISTRATION**

Procedure on **COMPLAINTS**

Complaints, concerns, grievances, serious misunderstandings and disagreements about services or individuals are taken seriously and the school will make every effort to ensure complaints are managed effectively and resolved speedily. Complaints may come from and/or involve parents, students; staff, BOT and the wider community may be made individually or jointly and may be made on behalf of others.

1. In the first instance the person/s making the complaint should be encouraged to resolve the matter with the person concerned. NOTE: If a student is the subject of a complaint, the student's teacher and/or a CPG member will need to be consulted to ensure the student's safety. Parents/caregivers are to be informed of any complaint about students in their care
2. If there is no satisfactory resolution, the matter may be referred to the Principal/CPG, who will convene a meeting with all parties, usually within ten working days. The Principal/CPG member may involve other parties, such as another teacher, and will keep a confidential written record of decisions made.
3. If still unresolved, the matter must be referred by the Principal/CPG to the BOT. The complainant may also contact the BOT Chair directly.
4. The BOT Chair or nominee will convene a meeting, usually within two weeks. This will include:
 - All parties to the complaint
 - The Principal/CPG member
 - Another BOT representative

The Chair or nominee may also invite other people to attend who can help resolve the situation, such as an independent mediator, teacher at another school etc. The Chair or nominee will be responsible for:

- i. Informing the individual/s of a complaint made against them
 - ii. Ensuring a written record is kept and includes: decisions made; who is responsible for carrying out any follow up, any timelines
 - iii. Sending a copy of the written record to all parties at the meeting
 - iv. Convening any follow-up meetings
 - v. Keeping a copy in a BOT confidential complaints file
5. If still unresolved, the BOT Chair will appoint an independent arbitrator to resolve the situation. Parties involved may at all times bring a support person to any interview, discussion or meeting with respect to their case.

See flowchart attached

Additional considerations:

- If either party wishes, a support person may be present at any interview or discussion;
- Any person making a complaint is also able to register a complaint with the relevant professional association, Ministry of Education or external body, such as Child Youth and Family;
- Complaints of a serious nature (e.g. assault, negligence, theft, malpractice) should be referred to the Principal, who will inform the BOT Chair as soon as possible. For serious complaints the above procedure may not be appropriate and may involve other parties such as the police, Child Youth and Family, Ministry of Education. The Principal/CPG and BOT Chair should keep the BOT informed of the nature and outcomes of serious complaints. The BOT may choose to set up an ad hoc working group in these circumstances;
- Where the complaint has legal implications the BOT Chair or nominee should be informed without delay;
- Where a conflict of interest arises, the individual concerned should declare the interest and can not participate in any decision making process and can only participate in the discussion at the discretion of the BOT chair or its nominee.

Procedure written: 6 July 2006

reviewed: 9 February 2009

Responsibility for review:

Responsibility for administering this procedure: Management