

Christchurch Rudolf Steiner School

Procedures for COMPLAINTS

Covering teaching or behaviour of;

- Parent about teacher
- Teacher about teacher
- Student about teacher
- Teacher about management
- Student about student
- Parent about student
- Teacher about parent
- Parent about parent

NB – these procedures should be read with the Board Policy on complaints in mind (see back of document)

COMPLAINTS PROCEDURE **(Act locally before globally)**

* To be read in combination with the overarching **Board of Trustees Policies** on Health & Safety

1. Parents about teacher;

(Teaching)

- a) Talk to teacher first – try to solve at a local level.
- b) Talk to section leaders (US – Charlie, LS – Peter, Kindy – Frances).
- c) Write to College Principal Group – (you will receive a reply within 24 hours) - see sheet **Complaints #1.**
- d) Write to the Board of Trustees who will investigate and may choose to: initiate independent investigation, require arbitration, and pass judgement.

(Behaviour)

- a) Talk to teacher first – try to solve at a local level.
- b) Write to College Principal Group –(reply within 24 hours) - see sheet

Complaints #2.

NB: The Principal Group may, in consideration of a serious breach, take immediate disciplinary action.

2. Teachers about teachers;

- a) Solve locally by talking to teacher.
- b) Speak to a colleague, arrange a three way meeting.
- c) Invite mediation with school counsellors (David Garb or Mareile Stoppel).
- d) Write to College Principal Group (reply within 24 hours) - see sheet **Complaints #2.**

NB: The Principal Group may, in consideration of a serious breach, take immediate disciplinary action.

3. Teacher / parent about management;

- a) Write to College Principal Group (reply within 24 hours) see sheet – **Complaints #3.**
- b) If no satisfaction write to Board of Trustees.
- c) Contact the Ministry of Education.

4. Student about teacher

• **TEACHING**

NB; it is necessary to create an environment in which student and teacher feel safe and heard

- a) Student speak to teacher, Sponsor, Dean or Upper School Coordinator about concerns.
- b) Teacher, Sponsor, Dean or Upper School Coordinator to arrange a meeting between teacher and pupil with support if required.
- c) If mediation fails to come to satisfactory solution write to College Principal Group who will respond within 24 hours and gather reports from all involved parties and make a decision. (will follow complaints from parent re teaching).
- d) Write to the Board of Trustees if still dissatisfied.

• **PHYSICAL/VERBAL/SEXUAL HARRASSMENT**

NB: It is vital that a protection process for both pupil and teacher is created

- a) Immediately speak to another adult preferably Upper School Coordinator, Dean, a teacher you feel comfortable with, your sponsor or the Principal who will deal with it directly or pass it to the College Principal Group and the sexual harassment officer who will;
 - i) Inform the teacher of the complaint and ask for a report
 - ii) Meet with student and ask for a report
 - iii) Meet with the teacher

- iv) Inform parents
- v) Interview other teachers and/or other students
- vi) Make a decision for either upholding or dismissing the complaint or, inform the Board of Trustees, who may appoint an independent panel and/or
- vii) Contact outside agencies where necessary e.g. Police, Student Support Services.

NB: The Principal may, in consideration of a serious breach, take immediate disciplinary action.

5. Student about student;

Physical, verbal or sexual abuse or other bullying by electronic innuendo. If you are frightened or feel seriously under threat speak to an adult immediately.

- a) Contact Dean or Class Sponsor who will arrange mediator and/or investigation which may involve a 'No Blame Bullying' process.
- b) Write to the College Principal Group, you will receive a response within 24 hours.
The CPG will follow the Teacher vs teacher complaint process **(Sheet # 2).**

NB: The Principal may, in consideration of a serious breach, take immediate disciplinary action.

6. Parent about student;

If a parent has concerns about student behaviour on the school grounds then the parent should;

- a) Speak to the student's teacher or the sponsor who will
- b) speak to the student and/or the parent. The steps appropriate to classroom management will then apply.
- c) Subsequently, the class teacher may arrange a mediated meeting with the student's parent if necessary. If the parent still not satisfied,
- d) Contact College Principal Group who will respond within 24 hours, and investigate the situation. **(sheet #2)**

NB – Unless there is a prior arrangement either personal or from within class meetings, no parent should contact another regarding incidents, nor speak to the student, within the school grounds. This must be dealt with by the class teacher.

7. Teacher about parents / Parents about Parents

- a) Speak to parent early after the incident.
- b) Speak with Class Secretary (or colleagues) and arrange a mediated meeting with parent or,
- c) Write to the College Principal Group who will respond within 24 hours and follow the procedure as per teacher / teacher – **sheet #2.**

NB - complaints can only be dealt with that occurred within the boundary of the school.

Disciplinary Action by the Principal Group may involve immediate removal or suspension from professional duties.

The College Principal Group will make every attempt to contact you within 24 hours of your letter being received.

This procedure has been approved by the CPG after consultation with the Kindergarten, Lower School and Upper School sections.

May 28th 2003(signed for the CPG)

COMPLAINT SHEET # 1

• SCHOOL PARENT re TEACHING COMPETENCE & BEHAVIOUR

Refer to CPG procedure re corporal punishment, BOT policies on Safety & Health, Sexual Harassment & Harassment.

- 1) Letter of complaint received from parent, student or teacher.
- 2) Letter of acknowledgement sent to complainant.
- 3) Letter shown to staff member and an opportunity for a written response offered or request an incident report.
- 4) Members of the College Principal Group (or designated Management body) meet the teacher to discuss the issues raised by the letter of complaint.
- 5) In order to determine the extent and validity of the complaint, the CPG (or designated group) may choose to;
 - a) Gather independent reports
 - b) Observe lessons
 - c) Request lesson plans and assessment data
 - d) Interview students
 - e) Or any other strategies.
- 6) As a result, the CPG (or designated group) may**
 - a) Dismiss the complaint (write a letter back to the complainant).
 - b) Uphold the complaint & put interventions in place to lift the level of performance or behaviour corrective actions within the classroom by strategies determined by the CPG which may include;
 - senior teacher observing regularly in the classroom
 - initiation of reflective practice with a senior teacher
 - regular review of planning and classroom management techniques
 - Professional development courses.
 - c) The Principal Group may, in consideration of a serious breach, take immediate disciplinary action.
- 7) Monitor progress regularly by**
 - lesson plans and assessment schedules
 - interviews with students
 - interviews with teachers concerned
 - interviews with complainant
 - Monitoring a corrective (behaviour) action schedule.
- 8) If these strategies do not result in the desired outcome then formal advice will be sought.

COMPLAINT SHEET # 2

- **TEACHER re STAFF MEMBER , student vs student, parent vs parent**

- **BEHAVIOUR**

- 1) Letter of complaint received by CPG.
- 2) Letter of acknowledgement sent to complainant by CPG.
- 3) Letter shown to staff member/student/parent and an opportunity for a written response offered.
- 4) Members of the College Principal Group (or designated Management body) may meet the teacher/student/parent to discuss the issues raised by the letter of complaint.
- 5) In order to determine the extent and validity of the complaint, the CPG (or designated group) may choose to;
 - a) Gather independent reports
 - b) Interview other teachers
 - c) Or any other strategies.
- 6) As a result, the CPG (or designated group) may**
 - a) Dismiss the complaint (write a letter back to the complainant).
 - b) Make a ruling.
 - c) Require mediation between the teacher/ student/ parent and/or put interventions in place to develop a positive professional relationship.
- 7) If these strategies are unsuccessful, and is deemed that either collegial working or student learning is being negatively affected, disciplinary proceedings may be instigated.

- **TEACHING**

Follow steps of parent complaint re teaching – sheet #1.

COMPLAINTS SHEET #3

- **TEACHER/PARENT COMPLAINT OF MANAGEMENT**

- 1) Letter of complaint received from parent or teacher by CPG.
- 2) Letter of acknowledgement sent to complainant by CPG.
- 3) Letter shown to management member concerned and an opportunity for a written response offered.
- 4) Members of the College Principal Group (or designated other body where conflict of interest is apparent) meet the complainant to discuss the issues raised by the letter of complaint.
- 5) In order to determine the extent and validity of the complaint, the CPG (or designated group) may choose to;
 - a) Gather independent reports
 - b) Interview necessary parties
 - c) Or any other strategies.
- 6) As a result, the CPG (or designated group) may**
 - a) Dismiss the complaint (write a letter back to the complainant).
 - b) Put interventions in place to lift the level of performance within the management area.
 - c) Require regular review of management performance.