



Nurturing Our Future - Growing Together

Kia atawhai aa mua - Kia tipu ngatahi

Concerns and Complaints Policy NAG - 6

Review Date: August 2017

Policy:

1. To provide a clear and fair process for the resolution of concerns expressed or complaints made by any member of the School community
2. To ensure that concerns and complaints are dealt with at an appropriate level and in a timely manner.

Procedures:

1. The procedure for addressing a concern or complaint is summarised in the flow diagram contained in appendix 1 to this policy.
2. Where a concern arises involving TMCS students, it should be first discussed with the relevant classroom teacher. Other concerns should be directed to the Leadership Team or Principal.
3. If a satisfactory resolution is not achieved with the first member of staff the concern should be raised with a member of the Senior Leadership Team. The Senior Leadership Team includes the Syndicate Leaders, Assistant Principal, Deputy Principal and Principal.
4. If a satisfactory resolution is not achieved with a member of the leadership team the concern should be raised with the Principal, if this had not already occurred.
5. If the concern remains unresolved following discussions with the Principal a formal complaint may be made to the Board of Trustees. A formal complaint must;
 - a. Be in writing
 - b. Be addressed to the Chairman of the Board of Trustees
 - c. Be delivered to the School Office
 - d. Clearly state the nature of the complaint and the remedies sought.

This course of action may involve a number of steps – including but not limited to the following:

6. Any complaint brought to the Board shall be dealt with in confidence. Only those parties directly affected by the complaint or relevant to the investigation of the complaint shall be made aware of the complaint or its outcome.
7. Upon receiving a formal complaint the Chairman of the Board of Trustees shall open a complaints file, notify all Trustees of the existence of the complaint and shall forward a copy of the complaint together with details of his or her intended course of action to all Trustees. This course of action may involve one or more of the following steps;
 - a. Discussion at a scheduled Board meeting.
 - b. Convene a 3 member committee of the Board to deal with the complaint.
 - c. Inform all affected parties of the existence of a complaint.
 - d. Provide an opportunity for the complainant to present their complaint, this may involve attending at a Board meeting or other hearing. The committee can hear from anyone else it thinks fit but should hear from the Principal and affected staff. The committee must approach the complaint with an open mind, consider the complaint from all perspectives and give all involved a chance to have their say.
 - e. A period gathering any further information required followed by consideration and discussion by the committee
 - f. The committee shall compose a written response to the complaint and shall pass this response to the Chairman of the Board of Trustees.
8. Once the Chairman receives the complaints committee's written response to the complaint he or she shall forward the response to all members of the Board. Any member of the Board may veto the release of the response and require the complaint to be discussed by the full Board in committee. In the absence of such a veto the response will be released to the complainant and other affected parties.
9. The Chairman shall ensure that the complaints file is completed and filed in the school office.
10. Where the Board believes a complaint to be "vexatious" the Board has the right to bypass the above procedure and refuse to accept the complaint.

Date ratified: **22/08/2017**

Principal: _____

Chairperson: _____

Complaints Procedure

Appendix 1

