



Concerns and Complaints Policy

PURPOSE

- All concerns, incidents and complaints are attended to promptly, respectfully, and professionally, and seek to bring effective resolution to all parties concerned.
- To establish clear lines of communication and procedures in the event of a concern or complaint.

GUIDELINES

- In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling concerns and complaints will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.
- The school will make a genuine effort to resolve all concerns and complaints which may manifest themselves in various forms and through various channels.
- Parents with concerns and complaints should follow the process set out in the Concerns and Complaints Procedures Flowchart and Appendix 1.
- Formal complaints should be made in writing and addressed to the Principal who will follow the process set out in the Concerns and Complaints Procedures Flowchart and Appendix 2.
- The Principal will report serious complaints to the Board Chair.
- Any investigations carried out as a result of receiving a complaint are done so in a lawful manner and where staff members are involved the conditions of the relevant employment contracts are adhered to.
- Complaints handled within this policy include those about the students, staff and the Board.



Te Kauwhata College Te Kura Tuarua o Te Kauwhata

**When I want to communicate with the school with a concern or complaint,
Who do I see? What do I do?**

Is it a classroom issue? * Appendix 1

Other Concerns * Appendix 1

Talk to your child's teacher

Matter resolved



Matter unresolved or has resurfaced. Make an appointment with the Learning Area Leader of the subject or Dean

Matter resolved



Matter still unresolved or has resurfaced. Make an appointment with a member of the Senior Leadership Team

Matter resolved



Matter still unresolved or has resurfaced. Make an appointment with the Principal

Matter resolved



Make an appointment with:

- Mentor Teacher
- Learning Area Leader of the subject
- Dean
- School Counsellor
- Senior Leadership Team

Matter resolved



If the matter is still unresolved, make an appointment to see the school Principal. Our Principal is willing to help resolve any ongoing issues that need attention.

Matter resolved



If your matter remains unresolved and you wish to make a formal complaint to the Board, this should be put into writing and addressed to the Te Kauwhata College Board Chair or email: schoolboard@tkcoll.school.nz * Appendix 2

Appendix 1

Concerns and Complaints Procedures for Parents and Students

1) For Students

Students are encouraged to talk directly to their teacher/mentor teacher whenever a problem arises. They should approach the teacher at a suitable time (eg, at the end of the lesson) or make an appointment. Issues dealt with as soon as they occur are usually straightforward to solve.

However, if a student does not wish to talk directly to their teacher in the first instance, they may approach the Learning Area Leader of the subject or a Dean, to resolve the matter.

2) For Parents

a) *Classroom Issues*

- i) If you have a concern about a classroom matter, you should firstly try to contact the class teacher to discuss the matter. Do this by phoning the school office or emailing the teacher concerned. Teachers are unlikely to be available to answer calls, since they will normally be teaching. A message should be left with the school office asking the teacher to return your call.
- ii) Teachers will, wherever possible, return calls by the end of the next school day. You should ensure that you leave information with the school office about how and when to contact you.
- iii) When a complaint has been made in writing, please include your contact phone number. The school will try to respond to written complaints within three days.
- iv) If the response provided by the school does not fully address your concerns, you may wish to take the matter further, please refer to the procedures flowchart.

b) *Other concerns*

If you have a concern about a matter which you don't feel able to discuss with the teacher directly or which does not involve a particular teacher, you may phone or write to one of the following:

- i) Your student's Mentor Teacher
- ii) The Learning Area Leader of the subject concerned
- iii) The Dean
- iv) The Guidance Counsellor
- v) The Senior Leadership Team

Te Kauwhata College

Appendix 2

Procedure for Making a Formal Complaint

If your concern or problem has not been resolved and you are not satisfied with the school's response, you may wish to make a formal complaint as set out below:

1. Write down your complaint giving details of what it is you are complaining about. Include details of efforts that have been made to resolve the matter. Include your name and contact phone number.
2. Address your written complaint to the Principal or to another member of the school's senior management team, unless the complaint is about the Principal, and then it should be addressed to the Board Chair. (Refer to Point 7).
3. When the Principal receives a complaint, they will discuss the matter with you before deciding what further action should be taken. You may wish to have a support person with you when you discuss the complaint.
4. The complaint will be investigated by talking to the person about whom the complaint has been made and interviewing anybody else who may have had a part to play in the incident. Written statements will normally be taken.
5. The Principal will decide what steps will be taken as a result of the investigation and will ensure that a record of the process is kept.
6. Depending on the nature of the complaint, the matter may be referred to the School Board for consideration and action.
7. Write to the Board outlining your problem, concern or complaint in detail and all actions taken to date. Unless there are exceptional circumstances, the Board will not accept any complaint unless it is in writing, signed and a reasonable attempt has been made to resolve the issue through this process. The Board Chair will need to ensure the correct process has been followed before the Board will consider this matter and may direct you back to the staff member or Principal. Include your name, signature, and contact details. Your complaint will be acknowledged along with an expected timeframe for resolution.
8. Your complaint will be treated in confidence. However, in the interests of natural justice any persons included in a complaint must have the opportunity to hear all details about the complaint and reply to it. They may wish to be accompanied by a support person during discussion of the complaint.
9. Once the Board has considered and resolved the complaint, the Board will endeavour to convene a follow-up contact within one month.