

# RIDGEVIEW SCHOOL BOARD OF TRUSTEES POLICY



## CONCERNS & COMPLAINTS POLICY

### National Education and Learning Priorities 3 -Concerns & Complaints

#### Background to Policy

The Board of Trustees of RidgeView School is responsible for addressing complaints with regard to the school. It will provide appropriate channels for complaints to be expressed and resolved.

#### Policy Statement

It is the policy of the Board of Trustees of RidgeView School to ensure that complaints are managed through a consistently fair and transparent process, that promotes review and improvement of practice.

#### Policy Implementation

In implementing the policy on Complaints, the Board will take appropriate action to provide a way for complaints to be expressed appropriately:

- to provide a process for a consistent, fair hearing of any complaints;
- to ensure that complaints do not become personal attacks;
- to ensure that staff responses to all complaints are balanced and appropriate;
- to protect all parties from unsubstantiated adverse comments;
- to ensure a framework is in place to support rigorous review of areas of concern;
- to ensure recommendations made as a result of reviews and agreed by parties are implemented;
- to use the resolution process as a means to measure and improve the quality of governance.

#### Complaints process:

1. Classroom Complaint
  - Parents/caregivers with concerns about classroom matters should approach their child's teacher in the first instance, at an appropriate time.
  - If the concern is not resolved with the classroom teacher, the Principal should be approached by either party, there should be ongoing consultation between the Principal, classroom teacher and the parent to resolve the situation
2. Staff Member Complaint
  - If the complaint is against a staff member the Principal must inform that staff member of the nature and basis for the complaint.
  - If the complaint is against the Principal, this should be directed to the chairperson of the Board, who will inform the Principal of the nature and the basis of the complaint.
  - Any staff member against whom a complaint has been made must be given a right of reply and a fair hearing. They will not take part in the review process of the complaint.
3. General
  - If a concern is related to the management or organisation of the school then the Principal should be contacted in the first instance.
  - If the complaint is of a serious nature it will be documented and signed by the complainant and the Principal. Complainants are encouraged to put a complaint in writing.
  - If a matter is not resolved satisfactorily with the Principal the complaint should be taken in writing to the chairperson of the Board of Trustees.
  - The complaint will be tabled for discussion, in committee, at a special Board of Trustees meeting if required and a course of action determined. All parties will be informed of the decision/s in writing.

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- The complainant may be called to speak.
- All parties to be informed of the outcome and the future date of review.
- If none of these steps result in satisfaction then the parent/caregiver still has the right to go to the Ministry of Education, or other appropriate agencies.
- Confidentiality, in terms of relevant employment contracts and the Privacy Act will be adhered too.
- Review recommendations as agreed against actual outcomes for consideration in future review of policy and procedures.

This policy will be reviewed as per the Board's Effectiveness Review Programme

Confirmed by the Board of Trustees on: 11/05/21 (date)

The planned review date will be: yearly (date)

[Signature]  
Chairperson

[Signature]  
Principal