



St Mary's Catholic School, Papakura

Core Procedure: Complaints (NAG 2)

Rationale:

The St Mary's Catholic School, Papakura Board of Trustees have the responsibility to ensure that concerns, complaints and disciplinary actions are handled correctly, responsibly, respectfully and confidentially.

Guidelines:

Concerns over a child's learning and progress, social interaction and classroom programmes, should be taken to the classroom teacher. If the matter is not resolved then involvement of the Team Leader should be sought. If there is still no resolution then the complaint should be referred to the Principal.

Concerns relating to any member of the school's staff, management or Board of Trustees should be made in writing and be addressed to the school's Principal. If the complaint relates to the school's Principal then this should be sent to the Chairperson of the Board of Trustees.

Any person wishing to make a written complaint shall be given a copy of the complaints procedure for reference.

Upon receipt of a signed complaint, the recipient will acknowledge receipt.

The Principal will inform the Board of Trustees of all written complaints received since the last Board meeting. He or she may also raise any resolved verbal complaints they believe the Board needs to be aware of.

All written complaints and relevant notes / correspondence will be kept in a separate file with the Principal.

If the Board of Trustees receives a complaint against them or the Principal has an unresolved complaint then it may be necessary for a Complaints Committee to be established in accordance with Ministry of Education guidelines.

Once the above format has been followed, the Complaints Committee will refer to the following procedure for guidance.

- a) State the problem.
- b) Gather the facts.
- c) State the real problem.
- d) Develop a course of action.
- e) Recommend action to the Board of Trustees. Where necessary a special meeting of the Board of Trustees will be called to ratify any recommendations.
- f) Complainants will receive a written response to their complaint. This report will focus on actions ratified by the Board of Trustees.
- g) Board of Trustees / Principal to monitor action if required.

At any stage of this procedure, any person interviewed by the Complaints Committee may be supported / accompanied by any other person(s) that they may choose.

In all considerations, the Principal and Board of Trustees and the Complaints Committee shall be guided by the Catholic ethos of St Mary's Catholic School, Papakura.

Review (Core Procedure / Administrative Guideline)

This procedure may only be reviewed by the Board of Trustees. Any recommendations for change must be submitted to the Board for consideration.

Board Authorisation – Board Minutes of 25th June 2020