

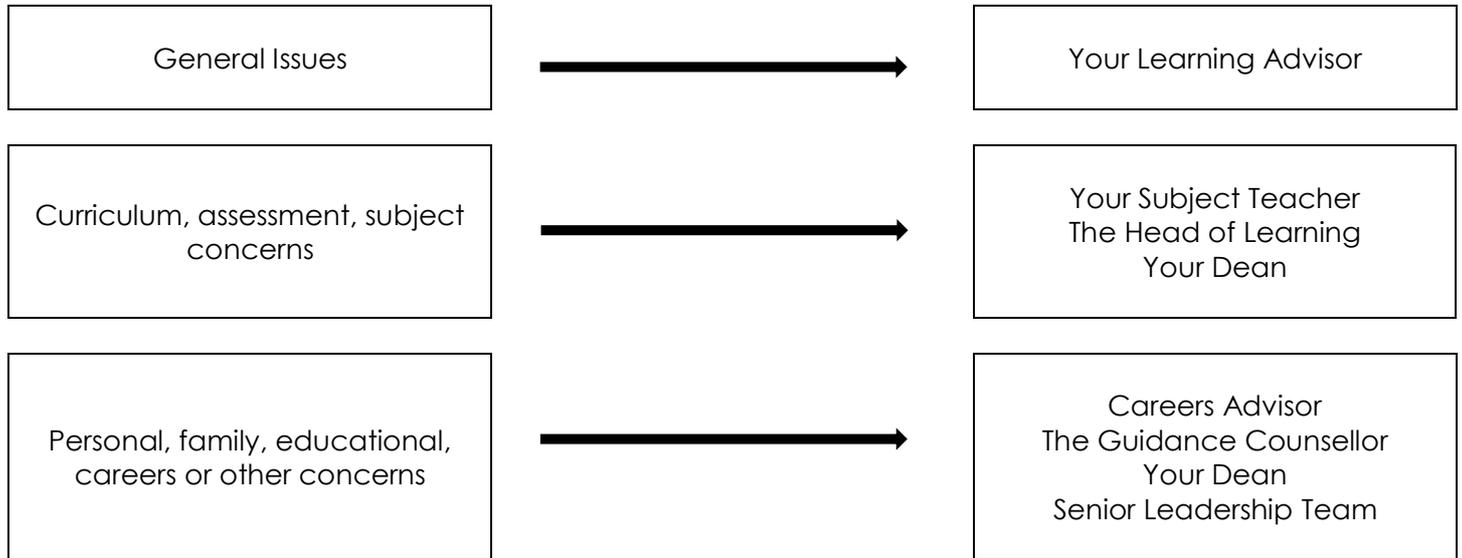


Ruawai College: Governance Procedure Complaints Procedures

Complaints – Students

Problems are always best dealt with quickly and directly.

Talk to the teacher concerned, explain your concern reasonably and try to resolve it.



Choose someone who you trust.

If you're not happy with the resolution of your complaint you may make a written formal complaint addressed to the Principal. The Principal will discuss it with you and anyone else concerned, taking details in writing before resolving the complaint with you.

Complaints – Teachers

Concerns should be directed in the first instance to your Head of Learning or the Senior Leader responsible for your learning area. For support staff, go to the Business Manager.

If there is no resolution to your complaint you may make a formal written complaint addressed to the Principal.

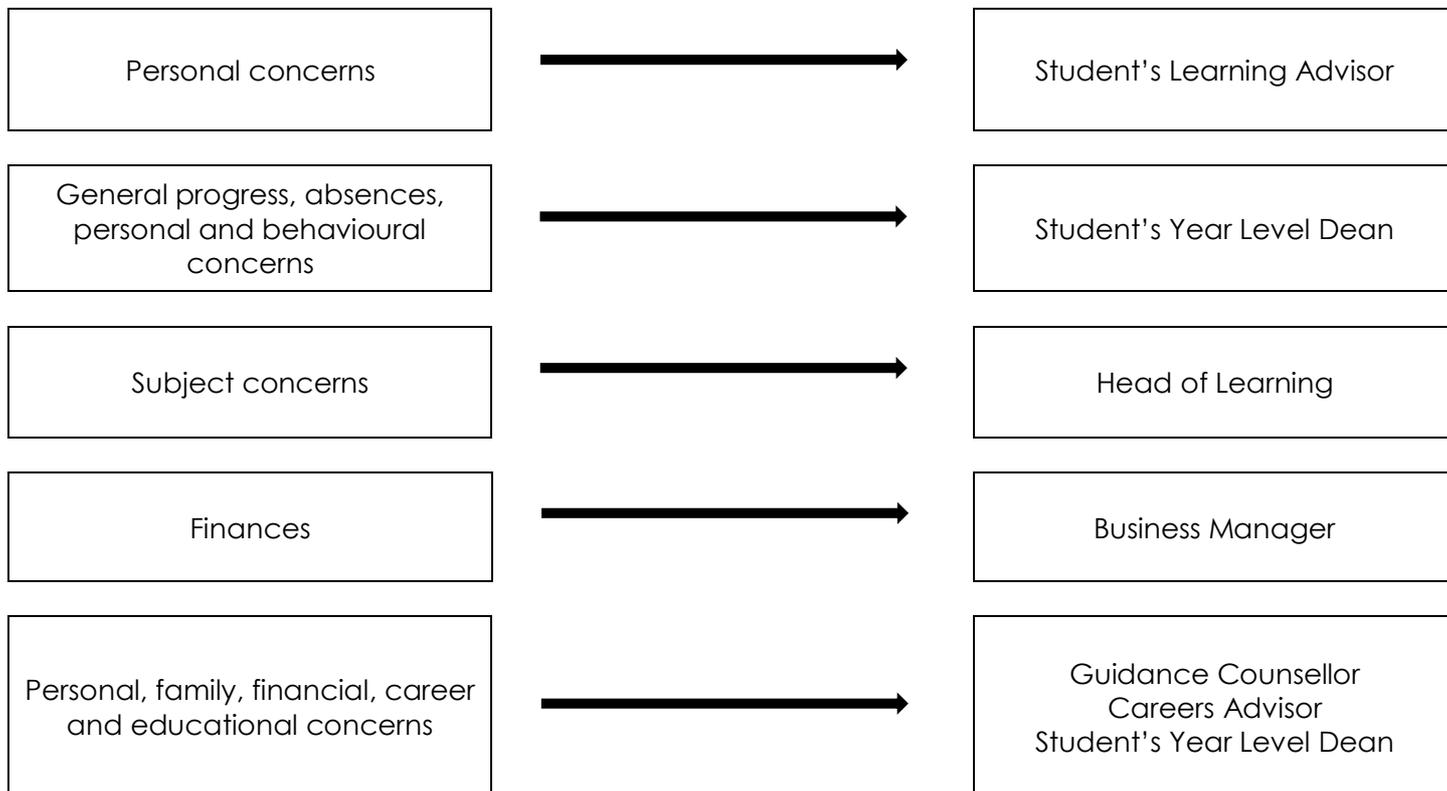
Complaints about the Principal should be directed to the Chairperson of the Board of Trustees.

Complaints – Parents

If you have a concern / complaint:



About a more general issue, or if you don't want to contact a specific teacher:



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Please either email / write directly to or telephone the staff member through the school office. You may need to leave a message with a contact telephone number and times when you can be contacted. The staff member will reply to you as soon as possible.

Formal Complaints – Principal

If you are not satisfied with the outcome of your concern, you can make a Formal Written Complaint to the Principal or the Acting Principal.

1. You should make this complaint in writing and include all relevant details, including details of efforts you have already made to resolve the matter. Include your name and contact phone number.
2. Send your written complaint to the Principal or Acting Principal if the Principal is absent. Ask for assistance at the school office if you are unsure how to go about delivering your complaint.
3. The Principal will discuss the issue with you before deciding what action to take. You are welcome to have someone with you for support if you wish.
4. The Principal will talk to the person about whom the complaint has been made as well as interviewing with anybody else who may have had a part to play in the incident, or who may have seen that happen. Written statements will be taken.
5. Whilst your complaint will be treated in confidence, any other people concerned will have the opportunity to hear all the relevant details and to reply to them.
6. The Principal will decide what steps to take as part of the investigation.
7. You will be informed of the outcome of the investigation.
8. Depending on the nature of the complaint, the matter may be referred to the Board of Trustees for consideration and action.

If you are not satisfied with the outcome of a complaint to the Principal or if the complaint is in respect of the Principal and is unsatisfactorily resolved after contact, you can make a complaint in writing to the Board of Trustees.

The school office can forward letters to the Board of Trustees for you.

Formal Complaints – Board of Trustees

Written complaints received by the Board of Trustees.

1. Any complaint in writing must be received before the Friday preceding the monthly Board meeting for it to be held over to the next Board meeting. Any letter of concern will be tabled at the full Board meeting.
2. On receiving a written complaint, the Board will decide what further action is required on a case-by-case basis. Before the Board decide to deal with a complaint it must check that the procedures outlined above have been followed. If not, it will normally return any letter of complaint to the writer and ask that they follow these first.
3. All letters addressed to the Chairperson of the Board are for the whole Board. The Chairperson cannot act independently as to what action will be taken.
 - A. The letter becomes part of the correspondence that will be dealt with by the Board at the next meeting while the public is excluded.
 - B. (At 'public excluded' meetings) The letter of complaint is tabled at the Board meeting and referred to relevant parties for reporting back to the Board. The Board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the Board.

- C. (At 'public excluded' meetings) At the meeting of the Board / committee, the reports are received and the parties may be invited to speak to their complaint or answer questions. The Board / committee considers the evidence and / or information and comes to a decision or recommendation.
- D. (At 'public excluded' meetings) Depending on the powers of the committee, either they or the Board as a whole come to a resolution as to how the Board will respond and what action will be taken.

- 4. The Board's response is communicated to the parties to the complaint in writing.
- 5. Any of the parties may request the Board to reconsider their decision. However, normally for such reconsideration to take place, new information that would have been relevant to the Board's deliberations must be produced.