



# Waitetuna School

*Together we're growing the seeds of success*

## CONCERNS AND GRIEVANCES RATIONALE

From time to time concerns or grievances may arise in relation to school matters, and guidelines and procedures need to be in place so that these are handled objectively. This policy works in tandem with any contractual agreements in the workplace.

## LEGISLATIVE REQUIREMENTS

(a) Develop and implement personnel and industrial policies, within policy and procedural frameworks set by the Government, which promote high levels of staff performance, use educational resources effectively and recognise the needs of students;

and(b) be a good employer as defined in the State Sector Act 1988 and comply with the conditions contained in employment contracts, applying to teaching and non-teaching staff.

## GUIDELINES

Within the school structure concerns and grievances should be classified in five groups:

1. Concerns/queries of a general nature
2. Concerns/queries about progress of children, classroom programmes and curriculum
3. Parental concerns of a serious nature
4. Concerns and complaints- staff
5. Staff complaints of a serious nature requiring protected disclosure

Any complaints directed to any staff or Board member will be referred by the person receiving the complaint to the appropriate person.

Guidelines for each group are detailed below

## 1. Concerns/Queries of a General Nature:

I. General concerns/queries not considered one of the other concern groups, should be referred to the principal. The principal will determine the type of complaint and follow the appropriate guidelines.

II. Should the complainant not consider the matter dealt with appropriately, guideline 3 will be followed.

## 2. Concerns/Queries About Progress of Children, Classroom Programmes and Curriculum:

Any concerns or queries should be addressed to the appropriate classroom teacher at a suitable time and place within the school grounds, and at a suitable time for both parties. If the concern is not resolved, the parent may approach the Principal, who will examine the information already gathered, discuss the issue with the classroom teacher, and report back to the parent. Should the complaint be considered serious or the parent believes the matter has not been dealt with appropriately,

## 3. Concerns of a Serious Nature:

I. Complaints of a serious nature and/or involving possible legal action are to be made in writing to the Chairperson of the Board of Trustees and Principal.

Anonymous communications will not be accepted.

II. Within five working days the Chairperson will notify the complainant they have received their complaint and inform them of next steps.

III. Should the complaint be considered of a serious nature by the Principal and/or Chair Person, any such complaint will be tabled in committee at the next Board meeting, or, if appropriate, tabled in committee as part of a special Board meeting.

IV. The Chairperson of the Board will present the letter to the Board in Committee and the matter will proceed in the hands of the Board Chairperson, the Principal and Board.

## Concerns and Complaints procedure and policy

This policy provides staff members, parents/caregivers, and the wider school community, with clear guidelines for raising and resolving concerns and complaints.

We encourage open communication and prefer that parents come to the teachers and principal to talk through any issues, rather than discussing them in the community.

We have procedures in place to ensure that complaints and concerns are handled appropriately. Our procedures enable us to:

- maintain a safe environment for our students and staff
- treat all people fairly, transparently, and with dignity and respect
- resolve matters of concern early, if possible
- respond to feedback and concerns constructively
- deal with complaints fairly, effectively, and in a timely manner
- take into account individual circumstances
- maintain confidentiality
- preserve and enhance school and community relationships
- monitor and record complaints and concerns about student safety and wellbeing.

Most concerns can be resolved informally through discussions with the people concerned. See [Guidelines for Raising Concerns](#). The school also has a procedure for making a **formal complaint** if informal discussion doesn't

resolve the issue.

For complaints concerning harassment, see [Harassment](#). For allegations of theft or fraud, see [Theft and Fraud Prevention](#). School employees needing to make a protected disclosure, see [Protected Disclosure](#).

We will be able to manage your concerns and complaints more effectively if they are raised with us promptly.

Complaints about events that occurred more than three months earlier, do not involve you or your children, or which have been made anonymously, will not usually be formally investigated.

The board of trustees will seek legal advice at the earliest stages of any serious complaint to ensure the correct process is followed.

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## Legislation

- Employment Relations Act 2000

Reviewed Feb 2022