

## POLICY - CONCERNS AND COMPLAINTS

### Concerns

Concerns are deemed to be minor issues related to things that occur on a day to day basis.

In the event of a parent/caregiver having a concern regarding anything to do with their child at school, parents will make contact with the teacher or relevant staff member. If the concern is not considered to be resolved, then the parent can contact the Principal.

The Principal has the delegated authority of the Board to resolve concerns.

### Complaints (Verbal or Written)

At all times in processing any **verbal or written complaint**, communication with the complainant and the person who the complaint is about, will be open and transparent. Any complaint will always be acknowledged in writing on receipt of the complaint.

While the process below outlines how a verbal or written complaint is to be handled at HIS, if a parent/caregiver considers the complaint to be serious in nature, a parent may choose to contact the Board of Trustees directly in writing, via the Board Secretary on:

[admin@hendersonint.school.nz](mailto:admin@hendersonint.school.nz)

### Steps to follow:

1. In the event of a parent/caregiver having a complaint to make about a teacher of their child, or any other staff member, in the first instance it is expected that the parent will contact that staff member and arrange to meet and discuss the concern.
2. If the matter is still not resolved, then the Parent may choose to contact the Principal.
3. If the matter is still not resolved then the parent may choose to contact the Board Chairperson to have the matter resolved. In the case of the complaint to the Board being about any staff member, the Board shall will be governed by the process as outlined in the staff member's **Collective Employment Agreement**.
4. If the complaint is about the Principal, then the Parent may choose to take the matter to the Board of Trustees.
5. The Board will use a Sub-Committee of 2 or more elected members, to investigate the complaint. The matter may be referred back to the Principal to resolve the issue and report back to the sub-committee. Full powers of the Board will be granted to the Sub- Committee to resolve the matter.

6. The sub- committee will report back to the full Board at the next Board Meeting.
7. Once the Sub – Committee has investigated and considers the matter to be finalised, this will be deemed to be full and final. No further communication will be entered into. The matter will be closed.

Reviewed on 14<sup>th</sup> February 2022