

ST. JOSEPH'S SCHOOL, OTAHUHU  
POLICY on CONCERNS and COMPLAINTS

**RATIONALE:**

In keeping with the Gospel Values of justice, fairness and respect, this policy will endeavour to see that any person approaching the school with a concern/ complaint is given the right to have the matter heard in a fair and impartial manner. In keeping with the Special Character of the School all concerns complaints will be dealt with in a manner that maintains the dignity of all involved.

**PURPOSES:**

To clearly define the procedures to be followed by the Principal and the Board of Trustees in the event of a complaint being received.

**GUIDELINES:**

1. Generally speaking concerns should be dealt with through referral to and in consultation with the Principal, although for low level concerns regarding a classroom issue the first point of contact will usually be the classroom teacher.
  
2. In the event of a concern being directly referred to a classroom teacher, the Principal must be informed by the teacher concerned as to the nature and content of the concern. The Principal will then ascertain the appropriate course of action if follow up is needed and the matter has not been resolved.
  
3. If the complainant feels that the issue has not been satisfactorily addressed or resolved by the classroom teacher then he/she also has the right to refer the concern to the Principal.
  
4. In the event of a concern being directly received by the Principal, the following procedures should be followed:-
  - In dealing with concerns /complaints it is expected that all parties observe proper control and appropriate decorum when discussing a concern or complaint. In a case where the Principal feels it is necessary, a third party may be called as witness.
  - If possible, the Principal will give a complaint a hearing at the earliest possible time. If the matter cannot be satisfactorily resolved at that time the Principal will arrange for a further meeting or contact at a mutually acceptable time.
  - In the interim the Principal will investigate any relevant factors and background from all parties involved and decide an appropriate course of action. If the Principal has concerns as to the nature and level of the concern/ complaint the principal will keep the Board Chair person informed.
  - If, after the subsequent contact or meeting, the complainant still feels the issue has not been dealt with or satisfactorily resolved, then the complainant has the right to submit a complaint in writing to the Board of Trustees. At that point the concern becomes a formal complaint. The complaint must be submitted in writing, addressed to the BoT Chairperson and signed and dated by the complainant with contact phone number
  - The Principal also has the right to discuss the nature of the complaint with the Board of Trustees Chairperson if he/she feels it is appropriate.
  - Any Board of Trustee member receiving an incidental verbal complaint/concern needs to refer complainant to policy procedures.

REVIEWED and APPROVED by BOARD of TRUSTEES: 22 September 2016