

GREERTON VILLAGE SCHOOL BOARD OF TRUSTEES

POLICY: COMPLAINTS**Rationale:**

The Board is required to act in accordance with the Codes of Conduct and is bound by its legal obligation to be a good employer.

Purpose:

1. To provide a procedure for complaints concerning school staff or children to be processed in a manner just and fair to all concerned.

Guidelines:

1. The role of the principal as professional leader and manager of the school is recognised.
2. In the first instance any complaint should be directed to the staff member concerned.
3. If a parent has a complaint about another child, the approach should be made to the principal or the deputy principal.
4. If a teacher receives a complaint about another child then the deputy principal and/or principal should be informed.
5. If a teacher receives a complaint about another staff member it must be immediately referred to the principal.
6. All employees will abide by the relevant Contract Agreements.
7. The advice of NZEI and NZSTA will be sought where appropriate, and the process to be followed will be that recommended by NZSTA and included in the attached procedures.
8. The principal will report to the Board of Trustees on resolution and action on complaints if appropriate. Such reports will be confidential to the Board and the parties concerned.

Reviewed: 2016
Next Review Date: 2019