

ST LEO'S CATHOLIC SCHOOL - DEVONPORT

NAG 5: Health and Safety

HEALTH AND SAFETY POLICY Procedure: Complaints

INTRODUCTION

To provide a system for resolving complaints and grievances against the school and any of its employees and trustees, in a speedy and fair manner to all parties concerned.

PROCEDURE

- 1) Any member of the school community who has a complaint should discuss the matter first directly with the person involved. If this does not resolve the matter satisfactorily or it is inappropriate to do this, then the complaint should be put in writing and the following procedures followed:
- 2) General Complaints
 - a) Any written complaint should be addressed at the first instance by the Principal.
 - b) If still unresolved, if the matter is serious or or if the matter is addressed to the Board of trustees then the written complaint will be referred to the Board of Trustees Complaint Sub-committee.
- 3) Complaints against a staff member or the Principal
 - a) In the event a complaint is made against a staff member or the Principal it will be discussed with that employee by the Principal or with the Principal by the Board of Trustees' chairperson in the first instance.
 - b) If still unresolved, or if the matter is serious, then the written complaint will be referred to the Board of Trustees Complaint Sub-committee.
- 4) Complaint against the Board of Trustees
 - a) Any complaint made in writing against the Board of Trustees will be referred to the Board of Trustees Complaint Sub-committee
- 5) The Board of Trustees complaint sub-committee is a committee established by the Chairperson of the Board comprising a minimum of three Board members for the purpose of dealing with one or more complaints..
- 6) All written complaints will be acknowledged by letter on receipt of the complaint.
- 7) The sub-committee are to meet as soon as possible after the acknowledgement letter has been sent. Appendix 1 sets out the Terms of Reference and procedures the subcommittee will follow..
- 8) Following resolution of any written complaint a member of the Board will contact the complainant to obtain feedback as set out in Appendix 3.
- 9) Each term the Complaints and Grievances Procedure will be communicated to the school community

APPENDICES

The following appendices provide advice on specific aspects of this procedure;

Appendix 1	Terms of Reference – Complaints Committee
Appendix 2	Grumble Procedure Flow Chart
Appendix 3	Feedback form

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APPENDIX 1

Terms of Reference – Complaints Sub-committee

- 1) The complaints sub-committee will meet and set appropriate terms of reference according to the gravity of the complaint.
 - a) The sub-committee must take account of all relevant information including all terms of employment documents.
- 2) If the complaint involves any teacher it will be referred to that teacher for reply.
 - a) At the same time the complaints sub-committee should inform the teacher of her/his rights.
- 3) The committee will carry out the necessary investigation including speaking to the complainant and any other person with relevant knowledge of the complaint and report to the Board of Trustees with recommendations of any further action required.
- 4) The Board of Trustees will communicate its finding to the complainant, and if relevant, to the teacher.
 - a) Each party should be told what further avenues are possible if satisfaction is not complete e.g.
 - i) Recourse to Parent Advocacy Council
 - ii) NZEI
 - iii) Counsellor
- 5) In all considerations, the Board of Trustees and the complaints committee shall be guided by Christian charity and the rules of natural justice and at all stages confidentiality must be maintained.
- 6) The Chairperson of the Board will be responsible for ensuring this procedure is followed.

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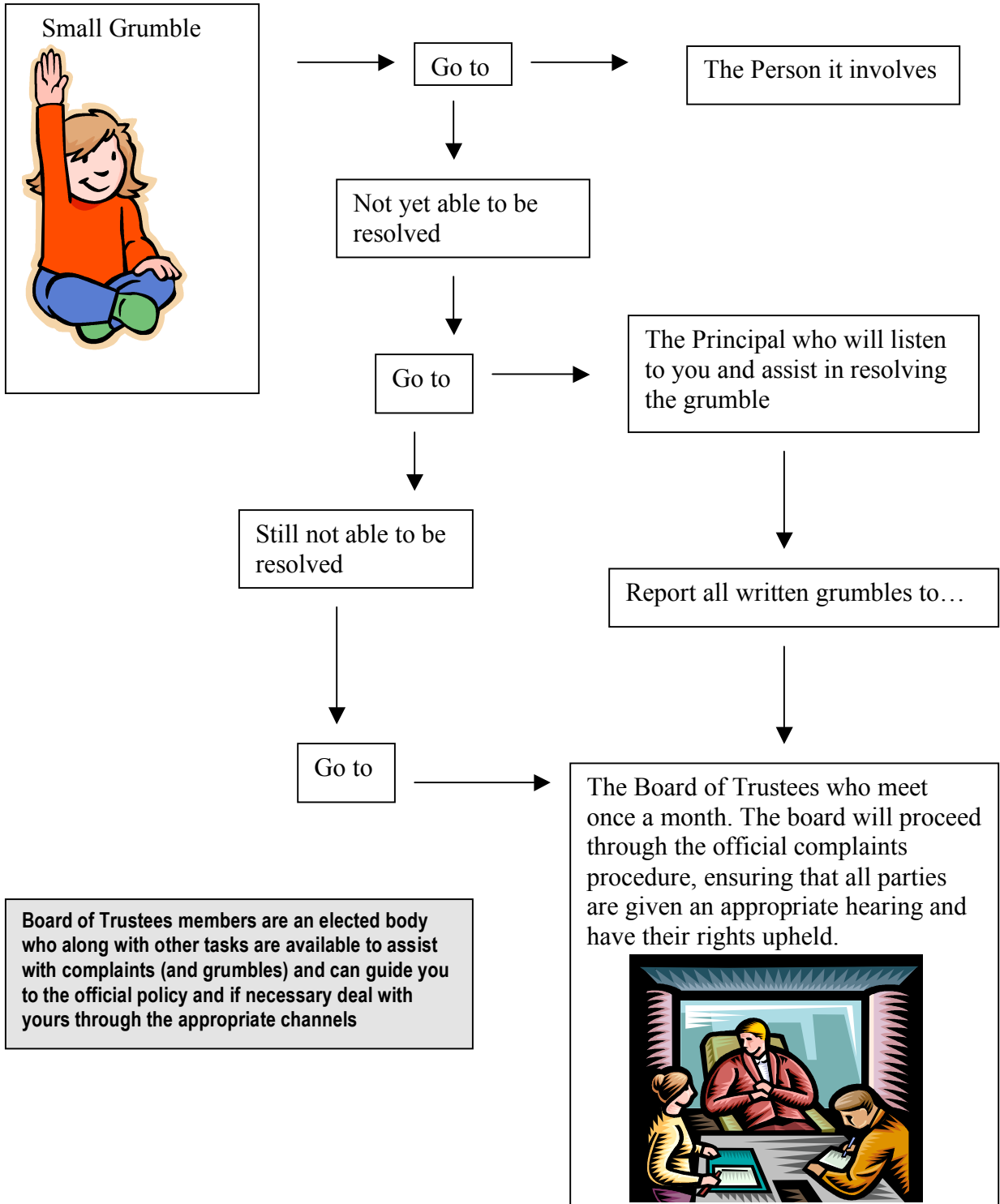
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APPENDIX 2

Grumble Procedure



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APPENDIX 3

Feedback Form Format

A form/letter is sent out to a complainant after the matter has been dealt with covering the following points.

Recently you brought an issue to our attention (issue is described) ... To ensure that we have dealt with it effectively please let us know by answering these questions:

- *Did you feel you were listened to?*
- *Did you feel comfortable about approaching the person involved (staff member, principal, trustee etc?)*
- *Did you feel happy with how we resolved the issues?*
- *Do you think there is anything that we can do to improve our system?*