COROMANDEL AREA SCHOOL



(These procedures relate to Strategic Planning and Self Review)

Te Kura a Rohe o Waiau

Coromandel Area School

COROMANDEL AREA SCHOOL

Concerns and Complaints from Parents / Caregivers or from Members of Staff Against their Colleagues

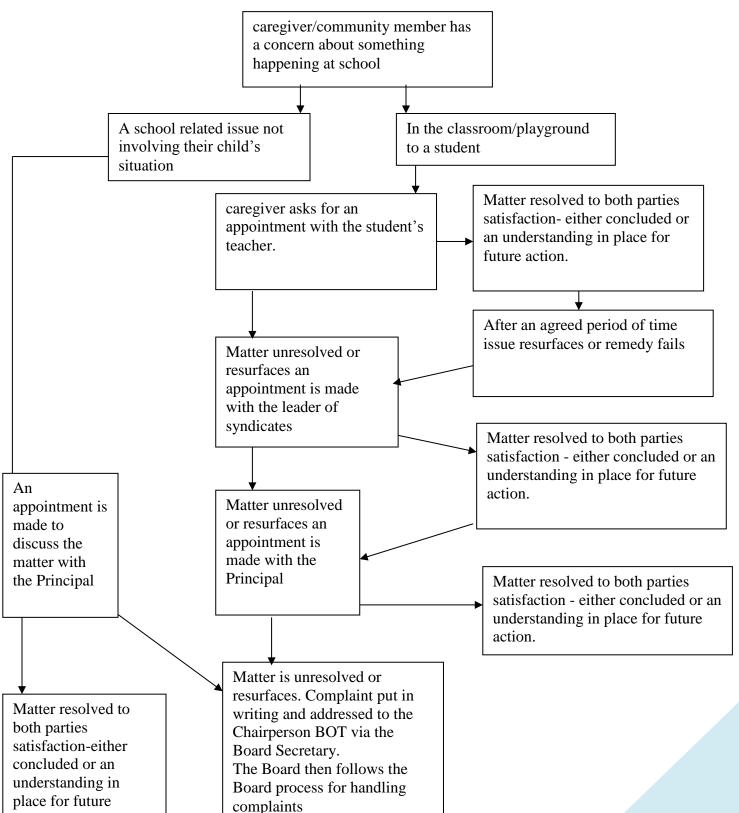
Coromandel Area School has a clearly defined process to follow when issues are raised with either member of the community, school staff or Board of Trustees. This process is regularly communicated to the community. Please note that there is a distinction between the role of Principal as leader of the school and the Board of Trustees as governors of the school.

Complaints against staff members must be investigated in a clearly defined process to protect the school, the staff member in accordance with relevant legislation and employment agreements, and the course of natural justice. Similarly, complaints against staff members from colleagues must be dealt with through the Area School's collective agreement and / or the code of conduct.

The Principal as leader of the school should be informed in the first instance of all issues of complaint against staff members. The Principal will report to the Board of Trustees on the outcome of formal complaints or concerns raised by parents or caregivers.

If the complainant feels dissatisfied with the outcome of this communication, they should then communicate to the next appropriate person. All parties in a dispute will be reminded of their right to advocacy. See the appendix outlining the process in a flowchart

COMPLAINTS PROCEDURE FOR COROMANDEL AREA SCHOOL



action.

Board of trustees complaints procedure for Coromandel Area School

Letter of complaint is acknowledged by the chairperson and the complainant advised of the next steps in the board process. The letter becomes part of the correspondence that will be dealt with at the next board meeting while the public is excluded.
Letter is tabled at board meeting (with the public excluded) and referred to relevant parties for reporting back to the board. The board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the board.
At the meeting of the board or committee, the reports are received and the parties may be invited to speak to their complaint or answer questions. The board/committee considers the evidence and/or information and comes to a decision or recommendation.
Depending on the delegated powers of the committee either they or the board as a whole come to a resolution as to how the board will respond and/or what action will be taken.
The board's response is communicated to the parties to the complaint. This may be either publicly or confidentially depending on the case.
Any of the parties may request the board to reconsider their decision – however normally for such a reconsideration to take place new information that would have been relevant to the board's deliberations must be produced.
- shaded area denotes "public excluded" meetings