

# COROMANDEL AREA SCHOOL



(These procedures relate to Strategic Planning and Self Review)

# **Te Kura a Rohe o Waiau**

## **Coromandel Area School**

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

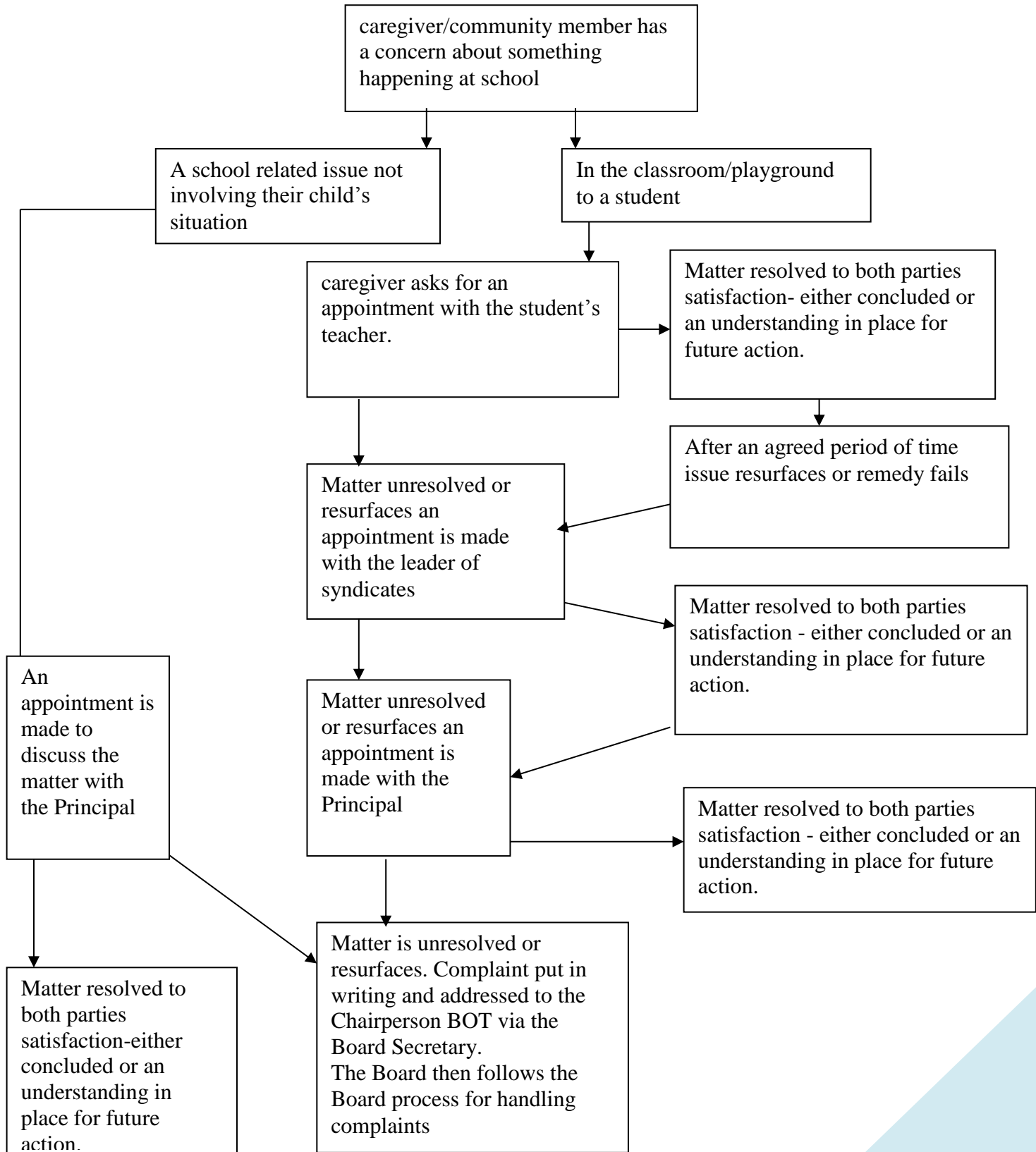
Coromandel Area School has a clearly defined process to follow when issues are raised with either member of the community, school staff or Board of Trustees. This process is regularly communicated to the community. Please note that there is a distinction between the role of Principal as leader of the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

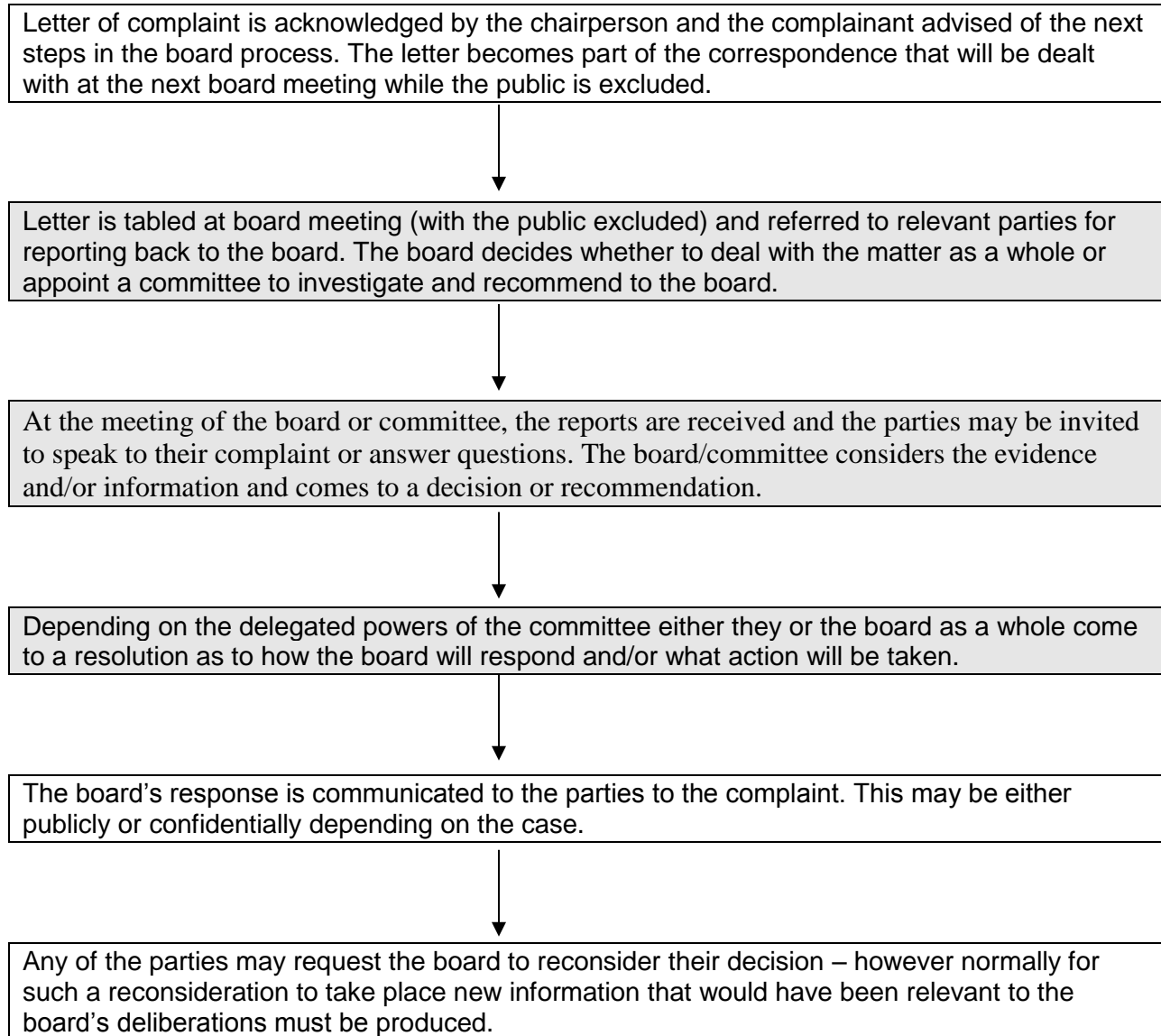
The Principal as leader of the school should be informed in the first instance of all issues of complaint against staff members. The Principal will report to the Board of Trustees on the outcome of formal complaints or concerns raised by parents or caregivers.

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



## Board of trustees complaints procedure for Coromandel Area School



– shaded area denotes “public excluded” meetings

