

# National Park School

## Concerns and Complaints Policy

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*Referenced to the Privacy Policy, Public Attending Board Meetings Policy, Protected Disclosures Policy, Personnel Policy and Harassment Policy.*

All matters of concern and complaints should be dealt with following the National Park School Concerns and Complaints Procedure within a timely manner and given a high priority for the wellbeing of all those involved, the School's reputation and the drop down effect onto children. Where possible, matters should be addressed and dealt with within a month.

*Signed*

*Board of Trustees Presiding Member*

*Date*

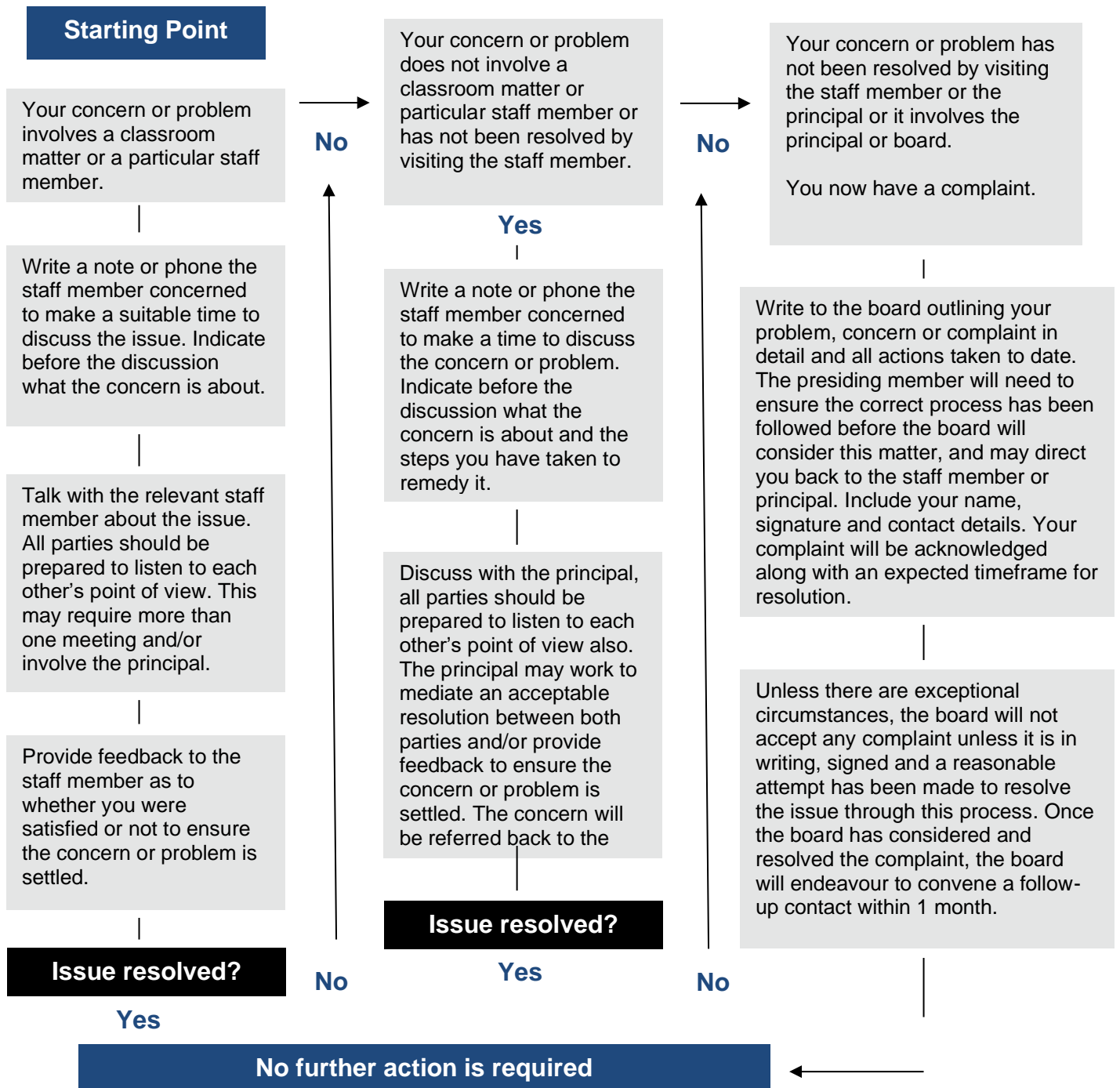
*Review Triennially*

*Review Date May 2024*

# National Park School

## Concerns and Complaints Procedure

### Advice for students, staff, parents, whānau and community



## Board complaints checklist

*Once a letter of complaint has been received, the board's presiding member should ensure the following process is followed:*

	Notes/date completed
1. Presiding member ensures the process has been followed as outlined in the concerns and complaints procedure or is a genuine complaint against the principal or board.	
2. Presiding member verifies with the principal that any staff (or others) identified in the complaint are aware of the situation and that there has been discussion and attempts to reconcile.	
3. If the complaint or action is employment related or has potential industrial relations implications, the presiding member contacts NZSTA employment advisory and support centre. Any investigation or action must consider any relevant employment agreements. For all other complaints, contact NZSTA governance advisory and support centre.	eradvice@nzsta.org.nz 0800 782 435 govadvice@nzsta.org.nz 0800 782 435
4. Presiding member alerts the school's insurance broker.	Crombie Lockwood 06 3502553
5. Presiding member acknowledges the letter of complaint in writing within 7 days and advises the board process, or redirects the complainant to principal, or staff member as appropriate. Presiding member reports to the board without names or detail at the next meeting.	
6. Following advice from NZSTA a decision is made by the board as to whether external expertise needs to be brought in to lead an investigation process.	
7. Presiding member and/or principal confirm that someone is delegated to check in on the well being of the staff member who is the subject of the complaint. <ul style="list-style-type: none"> <li>- Have they made contact with their union or legal advisors?</li> <li>- Is leave appropriate?</li> <li>- Is there a safety plan in place?</li> <li>- Is there a communication plan in place?</li> <li>- Are they aware of support available – doctors, counselling?</li> </ul>	
8. Once confirmed as a legitimate complaint to the board, presiding member forwards it confidentially to all board members for consideration. Any member who has a conflict of interest should declare and take no further part in the process around this matter. In a situation where conflicts are obvious, the presiding member will manage who receives the complaint (at NPS a principal complaint will not be sent to the staff representative and a complaint against a relative will not be sent to that board member).	

9. Board requests principal to present full written report to the board outlining all actions taken, advice received, meetings held and justified decisions made.	
10. Board determines if the principal's report fully satisfies it of full and fair process. If so, the board supports the principal and advises the complainant.	
11. If not satisfied, the board meets and discusses in public excluded business, determines whether or not to formally meet the complainant and delegates responsibility to members of the board as deemed appropriate.	
12. <i>Draft Terms of Reference of the Complaints Committee:</i> Meets: As required The committee must seek advice from NZSTA. Delegated Authority: <ul style="list-style-type: none"> <li>- Information gathering and investigation</li> <li>- Deliberation</li> <li>- Recording findings of deliberation</li> </ul>	
13. Board delegates meet with the complainant and discuss the complaint more fully - clarifying, investigating and verifying. Support persons should be confirmed as welcome to attend this meeting. This may involve reinterviewing the subject of the complaint if new information has arisen and if NZSTA recommend this.	
14. Board delegates report back to full board and recommend actions/decisions.	
15. Board considers recommendations, records and formally minutes decisions.	
16. Board advises complainant in writing of its provisional decisions and factors considered in reaching them, within 21 days of complaint receipt, unless otherwise agreed by all parties. Complainant is given opportunity to comment before the board's final decision is reached and given.	
17. Following advice from NZSTA Board may/may not advise complainant of their right to apply for Dispute Resolution if they are dissatisfied with the outcome.	
18. Board aims to convene follow-up meeting with the complainant within 1 month of step 9.	
19. Written records are stored following the board's Privacy and Public Attending Board Meetings Policies and Procedures and the MOE guidance on Record Retention and Disposal.	