



COMMUN 1

# HOLY CROSS SCHOOL PAPATOETOE

## COMPLAINTS POLICY

### **RATIONALE**

The Holy Cross Board have the responsibility to ensure that concerns, complaints and disciplining action are handled correctly and responsibly.

### **GUIDELINES**

The Board must ensure that adequate procedures are put in place to deal with concerns and behaviour regarding individual pupil progress and behaviour, classroom programmes and teacher competency.

As State Sector employees, the Holy Cross Board should provide fair treatment to employees that:

- \* is protective of staff's good names and professional standing.
- \* maintains a school climate within which staff can work confidently.
- \* ensure appropriate action is taken to resolve concerns.

Confidentiality should be maintained.

In the event of a complaint or concern raised by parents or staff, the B.O.T. must give consideration to all parties and endeavour to take a fair and balanced view.

### **COMPLAINTS/CONCERNS PROCEDURES**

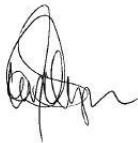
1. Concerns over a child's learning and progress, social interaction, the classroom programme, should be taken to the classroom teacher. If the matter is not resolved, the Principal, or D.P., A.P. advice may be sought by the parent or the teacher.
2. Concerns involving a sensitive home problem, the curriculum, the overall running of the school should be directed to the Principal.
  - \* An appointment should be made.
  - \* If after consultation the matter has still not been settled satisfactorily, a complaint in writing may be forwarded to the B.O.T.
3. Where a complaint/concern has not been resolved by the teacher or Principal

and upon receipt of a signed, written complaint by the Board of Trustees, the following procedures will be followed:

- (a) If the complaint is too general, the Board will seek more details.
  - (b) The appropriate Board Policies, and employment contracts will be checked and the complaints/disciplinary provisions followed. Procedural fairness and award provisions must be followed at all times.
4. (a) The Principal is responsible for making professional judgments necessary in determining teacher competency and therefore the responsibility to initiate competency procedures rests with the Principal.  
(b) The B.O.T. must be informed if competency procedures are implemented. These will be in accordance with section 3.4 of the Primary Teachers' Collective Employment Contract.  
(c) The B.O.T. should investigate as necessary to establish the true facts.
5. Any B.O.T. member receiving an incidental verbal complaint/concern needs to refer complainant to policy procedures.
  6. The Chairman must give authorisation for delegated Board member/s (sub committee) to investigate a complaint beyond the Boardroom. Where a complaint is against an employee, the Board should simply "receive" the complaint and resolve that it be put to the employee concerned (in writing). A response from the employee should be sought in writing by the B.O.T. An employee will be granted speaking rights at B.O.T. meeting re complaint. The Board will advise complainant/s and teacher/s officially of complaints resolution.
  7. A written "concern" as opposed to a formal written complaint may be dealt with informally by the Principal/Board and a course of action decided upon.
  8. The above will apply in respect of complaints made by members of Staff against parents, Staff members or any other person.

In all consideration the Board of Trustees and the complaints committee shall be guided by Christian charity, and the rules of natural justice.

Chairperson



Principal



Reviewed October 2014

Next Review: October 2017