

FLEMINGTON SCHOOL PROCEDURE – NAG 3 COMPLAINTS TO THE BOARD OF TRUSTEES

OVERVIEW:

- To enable the resolution of complaints and concerns raised by parents/caregivers and community that have not been resolved after following the Complaints Flowchart.
- To give clear guidance to all parties what procedure the BOT is to follow.
- To provide guidance for complaints or concerns that may involve the BOT or are related to serious breach of behaviour and or actions.
- To outline and process to the handling of complaints/concerns for the best outcome for all concerned.
- To ensure a fair outcome for all affected parties.
- To uphold the rights of all parties concerned.

GUIDELINES:

1. Issues of a serious matter, eg: allegations of physical abuse, may require a special meeting of the Board to be called.
2. All letters addressed to the Chairperson of the board are for the **whole Board**. The Chairperson cannot decide independently as to what action will be taken.
3. Resolution or dismissal of the complaint must not be discussed before all the information is to hand.
4. Conflict of interest will be determined on a number of issues, including whether the complaint involves the actions of any trustee.
5. The Board must exercise caution when dealing with complaints regarding staff, particularly in relation to confidentiality and processes to ensure the principles of natural justice are met. It is advisable to contact the regional NZSTA personnel / industrial adviser / and school insurer in such cases. The Board will need to consider the relevant staff disciplinary policies, employment contracts, and expert advice from the NNZSTA adviser.
6. The Board recognizes that not all complainants will be satisfied with the outcome of a complaint. After **one** reconsideration, if the Board is confident of its decision, it will refuse to enter into further discussion / correspondence. In making such a decision the NZSTA helpdesk can assist by giving an objective assessment of a Board's processes in dealing with the complaint.
7. A complaint regarding lack of compliance in relation to an agreed complaint resolution will be treated as a serious matter and actioned with urgency as a new complaint rather than as a reconsideration of the previous issue.

8. Trustees need to be clear in their mind of the difference between a complaint they have as a parent [ie: regarding their own child] and a complaint they have as a trustee [eg: obstruction of staff preventing them carrying out Board work].
 - a. In the first instance they are required to follow the normal procedures and are excluded from decision making due to conflict of interest.
 - b. The latter case is dealt with as an agenda item for the whole Board with the public excluded (Legislation regarding Privacy and Protected Disclosure come into action).

This procedure is to read in conjunction with NAG 3 Policies and NAG 6 Policies and Procedures, also the following procedures:

- Equal Employment
- Staff Competency
- Staff Discipline
- Harassment
- BOT Code of Conduct

REVIEWED:

SIGNED: