

MURUPARA AREA SCHOOL



Procedure for addressing concerns and complaints

All concerns and complaints will be dealt with in a way that seeks to bring effective resolution to all the parties concerned and will be dealt with

- promptly
- openly and fairly
- respectfully and professionally
- at the most informal level possible

The MAS Governance Framework contains D9 Concerns and complaints policy. The policy guides the management of concerns and complaints at Murupara Area School.

Raising a concern

1. For Students

Students are encouraged to talk directly to their teachers whenever a problem arises. They should approach the teacher at a suitable time (e.g., at the end of the lesson) or make an appointment. If the concern is not resolved a student should approach their Learning Advisor or Hub Leader for help to resolve the concern or complaint. Students are encouraged to write about their problem using an incident form to clarify their concern/s.

2. For Parents

Parents who have a concern about any matter should contact their child's teacher in the first instance. The teacher will proceed to investigate and try to resolve the concern or ensure the parent is directed to the most appropriate person.

If the response provided does not fully address their concerns, parents may take the matter further by contacting the Hub Leader or Deputy Principal with responsibility for their child's year level.

3. Contacting the School

Telephone the school office (07) 366 5602 and leave a message for the person you wish to speak with, requesting them to return your call. Staff are unlikely to be immediately available but will aim to return your call within 24 hours.

Procedure for making a formal complaint

If you are not satisfied with the school's response to your initial concerns, or you believe your concern to be a matter of misconduct, you may wish to make a complaint as set out below:

1. Write down your complaint giving details of what it is you are complaining about. Include details of the efforts that have been made to resolve the matter. Include your name and contact phone number.
2. Address your written complaint to the Principal, or to the Board if it is about the Principal, or to another member of the school's senior leadership team if the Principal is absent. Your written complaint can be delivered to the school office, posted to the Principal, 84 Pine Drive, Murupara, or emailed to khingston@mas.school.nz.
3. When the Principal, or Board of Trustees, receives a complaint, they will discuss the matter with you before deciding what further action should be taken and the person who should lead the investigation.
4. The complaint will be investigated by talking to the person about whom the complaint has been made and interviewing other people relevant to the incident. Written statements may be taken and meeting notes will be recorded. You may wish to have a support person with you when you discuss the complaint. You will be contacted if additional information is required.
5. The Principal, or Board of Trustees, will decide what steps will be taken as a result of the investigation.
6. You will be advised of the outcome of the investigation in writing.
7. Your complaint will be treated with respect and in confidence. However, in the interests of natural justice, any person subject to a complaint must have the opportunity to hear all details about the complaint and reply to it. A support person may accompany them during discussion of the complaint if they wish. Information may be obtained from other parties.
8. The Principal will maintain a register of complaints and their resolution.

The concerns and complaints flowchart is overleaf.

Concerns and complaints process

Starting point

Your concern or problem involves a classroom matter or a particular staff member.

Yes

Write a note or phone the staff member concerned to make a time to discuss the issue. Let them know before the meeting what the concern is about.

Talk with the staff member about the issue. Be prepared to listen to their point of view. This may require more than one meeting and/or involve the Hub Leader or DP.

Provide feedback to the staff member about whether you were satisfied or not with the agreed resolution.

Issue resolved?

No

Your concern or problem does not involve a classroom matter or a particular staff member or has not been resolved by visiting the staff member.

Write a note or phone the Principal and make a time to discuss the concern or problem. Let them know before the meeting what the concern is about and the steps you have taken to resolve it.

Discuss the concern with the Principal, be prepared to listen to their point of view and provide feedback to ensure the problem is resolved. The concern may be referred back to the staff member(s) particularly where the process has not been followed to date.

Issue resolved?

No

Your concern or problem has not been resolved by visiting the staff member or the Principal or it involves the Principal or Board of Trustees.

Formal complaint

Write to the Board of Trustees via the Chair outlining your problem, concern, or complaint in detail and all actions taken to date. The Chair will need to ensure the correct process has been followed before the Board will consider and may direct you back to the staff member or Principal. Include your name, signature and contact numbers. Your complaint will be acknowledged and an expected timeframe for resolution provided.

Except in exceptional circumstances, the Board of Trustees will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it through this process. Once the Board has considered and resolved the complaint, the Board will endeavor to convene a follow-up contact within 1 month.

No

Yes

No further action is required