



Nelson College for Girls Board Procedure

10.2 Complaints Procedures

As set out in the Complaints Policy, formal complaints would usually be made after efforts have been taken to resolve concerns. Procedures for students, whānau or parents, and staff to report and manage concerns are outlined in Appendix 1.

To make a formal complaint, the complainant must:

- a. Write down the complaint including:
 - i. specific details about the matter of the complaint, for example dates, times people, locations etc.,
 - ii. efforts that have been made to resolve the matter and
 - iii. the complainant's name, address and contact phone number.
- b. Address the complaint to the Principal or, if the complaint is about Board or involves the Principal, to the Board Chairperson.

Principal's Procedure for Complaints

The following procedure will be used for complaints considered by the Principal:

1. When the Principal receives a complaint, she will (where practical) discuss the matter with the complainant before deciding what further action should be taken. The complainant may bring a support person to the meeting held to discuss the complaint.
2. The complaint will be investigated by talking to the person about whom the complaint has been made, interviewing anybody else who may have had a part to play in the incident, and gathering documentary evidence. Written statements will normally be taken.
3. A person included in a complaint may be accompanied by a support person during the discussion of the complaint.
4. The Principal will decide what steps will be taken as a result of the investigation and will ensure that a record of the process is kept.
5. The complainant will be informed of the outcome of the investigation.
6. Depending on the nature of the complaint, the matter may be referred to the Board of Trustees for consideration and action.
7. If the complainant is dissatisfied with the outcome of the complaint, he or she may write to the Board of Trustees for a review of the complaint.

Board's Procedure for Complaints

Complaints about the Principal, or Board policy or action will be considered by the Board. In addition, the Principal will refer all serious complaints to the Board, and any reviews of complaints considered by the Principal will be referred to the Board.

The following procedure will be used for complaints and reviews referred to the Board:

1. The letter of complaint will be acknowledged by the Chairperson within 7 days of receipt and the complainant advised of the next steps in the Board process. The letter will become part of the correspondence that will be dealt with at the next Board meeting while the public is excluded.
2. The letter will be tabled at the Board meeting. The Board will decide whether to deal with the matter as a whole or appoint a committee to investigate and make recommendations to the Board.
3. Where it is in the interest of natural justice to expedite consideration of the complaint, the Chairperson may seek Board approval for a committee to consider a complaint and make recommendations to the Board meeting at which the complaint letter is tabled.
4. The Board or committee will determine an appropriate process for investigating the complaint. Normally this will include talking to the person about whom the complaint has been made, interviewing anybody else who may have had a part to play, and gathering documentary evidence.
5. At meetings of the Board or committee, reports will be received, and the parties may be invited to speak to their complaint or answer questions. The Board or committee will consider the evidence and/or information and come to a decision or recommendation.
6. Depending on the delegated powers of the committee, either the committee or the Board will come to a resolution as to how to respond and/or what action will be taken.
7. The Board's response will be communicated in writing to the parties to the complaint. This may be either publicly or confidentially depending on the case.
8. Any of the parties may request the Board to reconsider their decision. Normally reconsideration will only take place if new information is produced that is relevant to the Board's deliberation.

Policy Agreed:

Signature (Chair)

Date

Review Schedule: Triennial

Review Date: February 2025

Supporting Policies: 10.1 Complaints Policy

Supporting Documents: 10.3 Disciplinary Process in Relation to the Principal

APPENDIX 1. Procedures for Reporting Concerns

For Students – i.e. issues that affect your ability to learn and/or integrate into the school

- Talk directly to a teacher when an issue arises – this could be about:
 - Another student
 - A teacher
 - Something happening at school or at a school activity
- Check the flowchart – have you talked to other members of staff who could help you?
- Remember, you can always ask for a support person to be with you if you would find that less stressful
- If you don't think you're getting anywhere you may wish to make a formal complaint – this is explained in the Complaints Policy (3.7)

For Parents/Whanau – i.e. issues that relate to the quality of teaching your daughter receives, relationships with other students, bullying

Classroom Matters

- Try to contact the class teacher and discuss the matter with her/him.
- Do this by phoning the school office (548 3104)
- Note that teachers are unlikely to be available to answer calls during the school day, but you could leave a message asking the teacher to return your call.
- Alternatively, you may wish to email the teacher concerned. Please ask the school office for the appropriate email address.
- Teachers will, wherever possible, return calls by the end of the next school day. You should ensure that you leave information with the school office about how and when to contact you.
- If you are not satisfied with the teacher's response, you should raise your concern with the relevant Head of Learning Area. Please call the school office (548 3104) if you need the name and contact details for the Head of Learning Area.
- If the response provided by the school does not fully address your concerns, you may wish to take the matter further by making a formal complaint (see Complaints Procedures).

Other Concerns

If you have a concern about a matter which you do not feel able to discuss with the teacher directly or which does not involve a particular teacher, you may phone or email one of the following (the school office can give you their names):

1. Your daughter's kaiārahi
2. The Head of Learning Area of the subject concerned
3. The Dean in charge of your daughter's year level
4. A School Counsellor
5. A member of the Senior Leadership Team (i.e. Principal, Deputy Principal, Assistant Principal)

For Staff – i.e. issues that affect your relationships with a student, other staff or an issue that concerns you

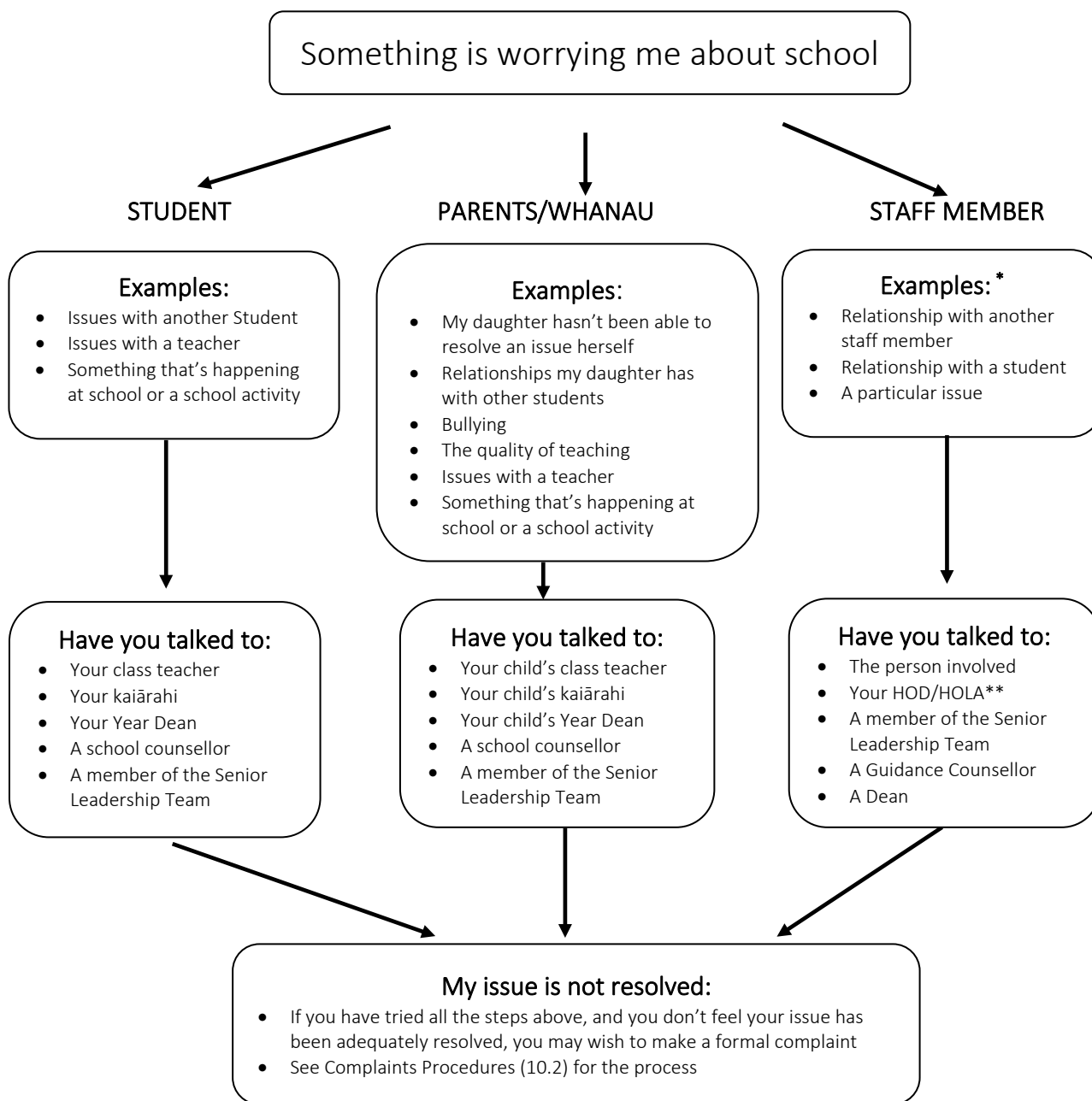
If you have a concern about any of the above, speak with the person directly involved first.

If you do not feel able to do this, then ask a Dean, Senior Leader, HOD or HOLA or other appropriate person to be with you, to facilitate a discussion to resolve or improve the matter.

If all efforts to resolve the matter through dialogue do not work, you should then move to a written complaint to the Principal (see Complaints Procedures).

If a staff concern relates to serious wrongdoing you should consider making a protected disclosure (see Protected Disclosure Procedure).

FLOWCHART



* If a staff concern relates to serious wrongdoing you should consider making a protected disclosure (see Protected Disclosure Procedure).

** HOD – Head of Department
HOLA – Head of Learning Area
Kaiārahi – mentor