Complaints, Discipline and Competency Procedures

Complaints Procedure:

Initial concern / complaint raised firsthand with party involved. Investigation and / or action takes place. Senior staff member informed (Team Leader, AP or DP). If it is not appropriate to raise the concern / complaint with the party involved a senior staff member should be informed.

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If resolved, no further action. Progress monitored if required.

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If not resolved

Advice sought from a senior staff member. Discussion and further investigation. Action agreed to and taken. (in the case of a concern regarding a senior staff member, the Principal must be consulted).

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If resolved, no further action. Progress monitored if required.

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If not resolved

Advice sought from Principal. Action agreed to and taken. (in the case of a serious concern / complaint regarding the Principal, the next step should be followed)
*** A complaint about a serious matter may skip the above steps and be brought to the Principal's attention.**

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If resolved, no further action. Progress monitored.

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If not resolved

Complaint to be formalised in writing for the Board of Trustees to consider 'in-committee'. Plan of action set up and implemented. If not resolved, BOT makes final decision resolving matters in accordance with any guidelines of this or related policies, and with advice from NZSTA, NZEI or MInistry of Education. (Any Board member involved or with a conflict on interest may need to be excluded from decision making).

Note: Advice and support may be gained from friends, family, colleagues, senior staff members, NZEI, School Trustees Association, Ministry of Education or similar at any time. Information will be shared with concerned parties at all levels of this procedure up to the making of the decision. In the event of a serious complaint the Board will contact litigation insurers for advice.