



## Royal Road School Complaints Policy

### **Rationale**

It is important that the school responds to complaints in a fair and consistent manner and in accordance with the relevant employment contracts, legislation and any relevant school policies or procedures.

### **Purpose**

1. To ensure consistency when dealing with complaints
2. To deal with complaints in line with set practices
3. To put in place corrective or disciplinary action if needed.

### **For Parents:**

Communication is an important part of the home school partnership. We appreciate you letting us know about any concerns or complaints you may have so we can sort them out together. We want to keep problems small and easy to solve.

If you do have a concern or complaint, then please follow the options outlined below.

If it is in relation to something happening in the classroom, your child's teacher is the first point of contact. The Teacher will take note of that concern. They will often need to investigate the matter before replying to you. They may ask you to meet with them and a member of Senior Management as appropriate. This could be the Senior Teacher who leads the syndicate, the Deputy Principal or Principal, as appropriate, to help resolve any issues.

If you are still not satisfied with the outcome, or have specific concerns, you should contact the Principal. The Principal will take time to consider or investigate your concerns and respond either through a phone call, an email, a letter or a face to face meeting with you.

If you are still not satisfied after dealing with the Principal, you should contact the Board of Trustees by sending a letter outlining your concerns for consideration and discussion. Your letter should be addressed to the Royal Road School Board of Trustees, C/o The Chairperson and labelled 'In Confidence.' Please post it to the school or hand it to the office staff who will pass it on to the Board Chair unopened.

### **For Board of Trustees:**

#### **Guidelines**

1. Complaints will be noted, investigated and action taken if needed. Where practical the school will get back to the complainant to let them know the outcome or to at least tell them that it is being investigated. Documentation is stored in the complaints file.
2. If a serious complaint is made the Principal will be informed. He/she will ask the complainant to make their complaint in writing. The Principal will inform the Board of Trustees Chairperson. He/she will also inform the school insurers if there is any possibility of an action being taken against the school.
3. In cases of a complaint against the Principal, which remains unresolved, in the first instance a formal written complaint must be made to the Board of Trustees Chairperson.
4. Where appropriate outside mediation may be sought from organisations such as STA, NZEI etc.

5. Minutes will be kept of all meetings. Every effort will be made to have these signed and dated by all of those involved.
6. In dealing with any complaint the school will act in accordance with the relevant conditions of the current employment contract(s) and legislation.
7. In all cases the Board, in dealing with complaints, will act as a good employer.

Principal: \_\_\_\_\_

Board Chair: \_\_\_\_\_

Review Date: 24<sup>th</sup> May 2022