

ROTORUA INTERMEDIATE SCHOOL



BOARD OF TRUSTEES PROCEDURE

Complaints and Grievances

Rotorua Intermediate manages all complaints and grievances within a restorative setting.

If a Parent, Guardian or member of the wider school community has a concern regarding a Rotorua Intermediate staff member:

1. They are encouraged to address their concerns directly to the person(s) concerned.
2. If the complainant is unable to do this or the concern remains (by either the complainant or staff member), they should address the matter to the Principal.
3. The Principal will work with all parties involved to arrive at a satisfactory outcome.
4. Should the matter remain unresolved, the Principal may arrange a meeting with a third party mediator or refer the matter to the Board of Trustees when the Complaints to Board of Trustees Flowchart will be followed,
5. If the complaint is against the Principal the complaint should be put in writing to the Board of Trustees.
6. If the Complaint is against the Board or a Board member the complaint should be put in writing to the Board of Trustees.

Considerations

- Rotorua Intermediate staff, parents, guardians and the wider school community are encouraged to maintain an open door attitude towards managing concerns, before misunderstandings or tensions develop.
- All complainants will be treated with respect, listened to and taken seriously. All complaints and conflicts shall be dealt with in confidence where appropriate, and in a timely manner.
- All incidents of alleged abuse involving staff members must be documented in writing.
- The Principal may be present at any stage of proceedings if desired by staff.
- The Principal and staff members are encouraged to develop a high level of skill in conflict resolutions.

A copy of this policy is available for all parents/caregivers if they request it.

STAFF

1. If an issue of contention remains unresolved, staff should inform the Principal who will work with both parties to arrive at a satisfactory outcome, or he/she may choose to involve a third party mediator and/or refer the matter to the Board.
2. A written report will be made available to relevant parties.
3. The Board of Trustees upon receipt of a written complaint shall follow the flow chart for Complaints to Board of Trustees.
4. Upon receipt of a written complaint the Board will inform their insurance broker.
5. If still unresolved the matter may be referred to an independent agency, e.g. NZEI or NZSTA
6. The Principal and staff member(s) shall be entitled to an advocate of their choice being present at any stage of procedures.
7. If the Principal is dissatisfied with initial discussions relating to a competency or disciplinary matter, procedures as contained in the current NZEI Contracts and Awards should be followed.

PRINCIPAL

1. Any unresolved conflict between a staff member(s) and the Principal shall be referred to the Board of Trustees.
2. The Board of Trustees upon receipt of a written complaint shall follow the flow chart for Complaints to Board of Trustees.
3. The Principal and staff member(s) shall be entitled to an advocate of their choice being present at any stage of procedures.
4. If the Principal is dissatisfied with initial discussion relating to a competency or disciplinary matter, procedures as contained in the current NZEI Contracts and Awards should be followed.
5. Upon receipt of a written complaint the Board will inform their insurance broker.

Complaints to Board of Trustees Flow Chart:

Letter of complaint is received by Board secretary then acknowledged by the chairperson and the complainant advised of the next steps in the Board process. The letter becomes part of the correspondence that will be dealt with at the next Board meeting while the public is excluded.



Letter is tabled at Board meeting (with the public excluded) and referred to relevant parties for reporting back to the Board. The Board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the Board.



At the meeting of the Board/committee the reports are received and the parties may be invited to speak to their complaint or answer questions. The Board/committee considers the evidence and/or information and comes to a decision or recommendation.



Depending on the delegated powers of the committee either they or the Board as a whole come to a resolution as to how the Board will respond and/or what action will be taken.



The Board's response is communicated to the parties to the complaint. This may be either publicly or confidentially depending on the case.



Any of the parties may request the Board to reconsider their decision - however normally for such a reconsideration to take place new information that would have been relevant to the Board's deliberations must be produced.



Shaded area denotes "public excluded meetings"