COMPLAINTS PROCEDURE POLICY

RATIONALE

When complaints against employees and matters of discipline and competence are raised they must be fully and fairly addressed. Concomitantly, questions of competence, conduct and/or discipline should be handled in a manner which as far as possible protects the mana and dignity of the employee concerned.

GUIDELINES

Schedule A

1. Any complaint against a teacher by another staff member or community member should be made in person to the principal in the first instance and then in writing if required.
2. The principal should seek to resolve the matter internally within 21 days of receipt of the complaint.
3. If the matter is not resolved within the allotted timeframe, it should be forwarded in writing to the BOT who will seek to resolve the matter in any way that it deems necessary, which may include seeking assistance from NZEI counselors, independent arbitrators and/or lawyers.

Schedule B

1. Any complaint against the principal by a staff or community member should be made in person to the BOT in the first instance and then in writing if required.
2. The BOT should seek to resolve the matter internally within 21 days of receipt of the complaint.
3. If the matter is not resolved within the allotted timeframe, the BOT should seek to resolve the matter in any way it deems necessary, which may include seeking assistance from NZEI counselors, School Trustees Association field officers, independent arbitrators, community members and/or lawyers.

Schedule C

1. Any complaint against the BOT by the principal, a staff or community member should be made in person to the principal (if appropriate) or the BOT and then in writing if required.
2. If the complaint contravenes any employment contract, then it should be addressed in accordance with the procedure set out in the First Schedule of the Employment Contracts Act 1991, number 22.

Chairperson: Karoroke

Date: 14/5/18

Review date: 19/3/18