



KARITĀNE SCHOOL POLICY STATEMENT: CONCERNS AND COMPLAINTS

PURPOSE

The school recognises that the children and their families can offer valuable insight as to the improvements that may need to be made to either teaching or school administration.

The Board will, from time to time, survey children and the community in order to help improve the school's performance. However, problems that need to be addressed will inevitably occur outside of this process.

The school is committed to enabling and encouraging the school community and children to pass on to the school their concerns in a way that ensures a positive outcome to any problem that arises. The school needs to be receptive to this communication and be willing to respond to concerns raised.

OUTCOME REQUIRED:

Successful resolution of problems will:

- Promote good home-school communication and relationships.
- Serve the best interests of the child.
- Prevent problems from recurring by highlighting any required changes to teaching methods or school administration.

FEATURES OF SUCCESSFUL RESOLUTION:

The features that go towards achieving successful resolution of problems include:

- Defining the problem as clearly as possible.
- Being able to discuss issues in a way that neither party feels intimidated.
- Achieving solutions as rapidly as possible.
- Ensuring fairness, accuracy and balanced input between all parties.
- Adopting a system that is subject to review.
- Providing confidentiality.

PROCEDURES

Without restricting the rights of the child or family to express their concerns, adopting the following procedures will assist both the school and the community and children to achieve successful resolution. This process is set out in the attached flowchart.

1. INFORMAL LEVEL OF PROBLEM SOLVING

Every effort should be made to resolve problems at an informal level through two-way discussion. Both parties should have a clear understanding of the nature of the problem, the proposed solution and when it is to be achieved.

Teachers should, on a regular basis, encourage children to express any concerns they may have.

2. **FOUR STEP PROBLEM SOLVING METHOD**

When resolution is not achieved at an informal level, the four-step problem solving method should be adopted at every point of reference (Teacher-Principal-Board)

1. There is discussion between the parties concerned, to describe and reach agreement on the nature of the problem.
2. The actions needed to address the problem are agreed upon, those responsible for taking action are identified, and a time-frame is set for the action. A date is agreed for all concerned to jointly review the effectiveness of the action, and to decide on any necessary follow-on actions.
3. The problem-solving actions are put in place by those responsible.
4. All concerned meet to review the effectiveness of the action.

First Stage – Teacher

The initial contact should be with the teacher concerned. The teacher must keep a record of the concern or complaint and the agreed actions and time frame required for resolution. The teacher will keep the Principal informed.

Second stage – Principal

If the problem has not been satisfactorily resolved within the agreed time frame the matter should be referred to the Principal.

Third stage – Board of Trustees

If either party feels that the problem has still not been satisfactorily resolved the matter should be referred to the board.

If the matter is still not satisfactorily resolved, the complainant has the right to lay a complaint with the Ombudsman under the Ombudsmen Act 1975.

Concerns relating to other matters at the school

All these concerns should be referred to the Principal. The Principal will keep a record of the concern or complaint and the agreed actions and timeframe required for resolution. If either party feels the problem has not been satisfactorily resolved within the agreed timeframe the matter should be referred to the Board.

The teachers, principal and Board members will conduct all discussions with the school community or children in relation to concerns and complaints in a manner that will lead to the successful resolution of problems.

EFFECTIVENESS REVIEW

This policy will be effective if the school Community, children, staff and Board are all satisfied that concerns and complaints that are raised are dealt with in a timely manner and satisfactorily resolved.

This policy will be reviewed triennially.

Signed _____ BOT Chairperson

Date: 23.3.22

Principal