



## RUDOLF STEINER SCHOOL TRUST

### COMPLAINTS AND PROBLEM RESOLUTION POLICY

#### POLICY STATEMENT

- 1 **The Rudolf Steiner School Trust (“the Proprietors Trust”<sup>1</sup>)** is the governing body for the Dunedin Rudolf Steiner Kindergarten, Playgroups and Afterschool Care and recognises that mutually respectful and productive relationships between parents/caregivers, staff, Trustees, children and the wider community are important for the continued success of the Kindergarten and Playgroups. To that extent, the Proprietors Trust is committed to working to resolve any complaints transparently, fairly, objectively and with full regard to natural justice.
- 2 Any complaints, concerns, misunderstandings and/or disagreements concerning the Proprietors Trust or its staff are to be taken seriously, and every effort should be made to ensure that effective management and problem resolution procedures are implemented.

#### SCOPE

- 3 This policy, and the procedures set by it, applies to all complaints concerning the Kindergarten, Playgroups and Afterschool Care and the Proprietors Trust or its staff members. Complaints concerning the Proprietors Trust may involve parents, students, staff, Trustees or the wider community; or Kindergarten, Playgroup or Afterschool Care policies or operations; or an incident or event that has occurred.
- 4 The procedures established by this policy detail how complaints are to be raised and ultimately resolved.
- 5 This policy is to be read in conjunction with other related policies, procedures and legislation, including: Behaviour Management Policy and Procedure, Harassment Procedure, Equal Opportunity Policy, Staff Individual Employment Agreements, Health and Safety Policy, the Education Act 1989, the Employment Relations Act 2000, the Official Information Act 1982 and the Privacy Act 1993.

#### POLICY OBJECTIVES/GUIDELINES

- 6 To develop procedures that will ensure complaints are dealt with in a confidential, consistent, co-operative and courteous manner; and which will ensure complaints are properly investigated and resolved on the basis of sound evaluation.
- 7 To ensure that any individuals involved in a complaints procedure are treated fairly and respectfully; and that they are provided with opportunities to express their full and frank concerns, with support as required. Individuals involved in complaints must be accorded natural justice: they must have the facts put to them; be given a full and fair opportunity to respond; and the decision-maker must take their response into account.

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<sup>1</sup> Please see the separate policy for addressing complaints and problem resolution within the Primary School

- 8 To ensure that the Proprietors Trust has appropriate tools to resolve concerns or complaints as close to their source as possible, and as expeditiously as possible, reducing the need for escalation and/or further action. All stages of investigating and resolving a complaint should be carried out in a timely manner and as expeditiously as possible
- 9 To assist with the identification of potential complaints and adopt management techniques that will advance the likelihood of potential complaints being resolved in a quick and effective manner, and help reduce the incidence of similar complaints recurring.
- 10 All staff employed by the Proprietors Trust are accountable to: the Proprietors Trust as their employer; and if they are registered teachers they are accountable to the Education Council Aotearoa New Zealand, which is responsible for investigating any teacher conduct, convictions or competence issues, and if necessary exercising disciplinary functions.

***Anyone can contact the Ministry of Education at any time if they have a concern or complaint***

Dunedin office  
414 Moray Place  
Dunedin 9016

Private Bag 1971  
Dunedin 9054  
DX Number: YX10126

Phone: +64 3 471 5200  
Email: [enquiries.dunedin@education.govt.nz](mailto:enquiries.dunedin@education.govt.nz)

<https://parents.education.govt.nz/early-learning/rights-and-responsibilities/complaints-about-your-early-childhood-education-service/>

Signed: \_\_\_\_\_

Print Name \_\_\_\_\_

Dated: \_\_\_\_/\_\_\_\_/\_\_\_\_

Review Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## RUDOLF STEINER SCHOOL TRUST

### COMPLAINTS AND PROBLEM RESOLUTION PROCEDURE

Please also refer to the Complaints Resolution policy

#### Making a Complaint

- 1 Informal complaints can be made to a staff member. That staff member should listen respectfully, seek clarification of the details of the complaint, investigate and resolve the complaint, if possible. The staff member must record the complaint and resolution in writing and provide a copy to the Kindergarten Manager.
- 2 A formal complaint should be made to the Kindergarten Manager. **Any formal complaint should be made in writing using the attached Complaints Form.** The Kindergarten Manager is open to hearing informal concerns; but the procedure set out below applies only when a formal written complaint is made.
- 3 If a formal complaint is first raised with a staff member, that staff member must promptly refer the complaint to the Kindergarten Manager. The complainant should be advised that the complaint will be referred to the Kindergarten Manager.
- 4 If a complaint is first made in writing to the Proprietors Trust, and it is not about the Kindergarten Manager or the Proprietors Trust, the Proprietors Trust should refer the complaint to the Kindergarten Manager to investigate and resolve in the first instance.

#### Investigation by Kindergarten Manager

- 5 The Kindergarten Manager must consider the nature of the complaint and determine the proper procedure for resolution. As a first step, the Kindergarten Manager should speak to the complainant and any other parties involved. The Kindergarten Manager should make contact with the complainant in a timely manner.
- 6 If the complaint relates to a student attending the Kindergarten or playgroup, the student's parent/caregiver and teacher must be informed of the complaint to ensure the student's safety and well-being.
- 7 If appropriate, the Kindergarten Manager may convene a meeting between all parties involved in the complaint. All parties will be invited to bring a support person. At the meeting, all parties will have the opportunity to speak freely about any concerns so that attempts can be made to resolve the complaint. Somebody else, other than the Kindergarten Manager should attend the meeting to take notes and record courses of action and/or agreed outcomes. A copy of these notes should be given to the parties at the end of the meeting and a copy retained by the Proprietors Trust.
- 8 If an agreed resolution is reached, the Kindergarten Manager must record the agreement in writing (including any timeframes), and ask each party to sign the agreement confirming its accuracy. After the agreement has been signed by all parties, the complaint will be

considered resolved in full. All discussions and agreed outcomes are to be kept confidential between the parties.

- 9 If a meeting between the parties does not result in an agreed resolution, the Kindergarten Manager must further investigate the full circumstances of the complaint. A further investigation into a complaint may involve further meetings with the parties involved, interviews with any other parties, and/or investigations by external agents, and the seeking of professional, including legal, advice. If further meetings are held, all parties must be invited to have a support person, have the opportunity to speak freely; and a record should be taken, in line with the process set out in the preceding paragraphs.
- 10 A staff member who is the subject of a complaint should be advised of their right to seek union or legal assistance.
- 11 After any investigation is completed, the Kindergarten Manager must consider the findings and make a decision on how to resolve the complaint. That decision must be made within five working days of the results of any and all investigations being received by the Kindergarten Manager. The decision must be provided, in writing, to all parties involved. Any decision by the Kindergarten Manager in regards to a resolution shall be strictly confidential between the parties involved.
- 12 If the complaint is about a staff member and it is found to be upheld, a copy of all documentation relating to the complaint will be kept, confidentially, on that staff members personnel file. Any disciplinary action taken will be in line with accepted employment practices and the Employment Relations Act 2000 and Teachers Council Aotearoa New Zealand procedures.

#### **Investigation by the Proprietors Trust**

- 13 If a complainant is not satisfied with the procedure or decision of the Kindergarten Manager a complainant may make their complaint to the Chairperson of the Proprietors Trust. The complaint must be made in writing using the Complaints Form.
- 14 At any stage the Kindergarten Manager may refer a complaint to the Proprietors Trust to investigate and resolve because of its of its seriousness or for any other reason.
- 15 The Proprietors Trust must acknowledge any complaint in a timely manner; and set out the procedure they will use to investigate and resolve the complaint.
- 16 The Proprietors Trust investigates the complaint afresh, and is free to hear from the complainant or any other party again. Although the Proprietors Trust can determine its own procedure, it shall use its best endeavours to contact all the parties concerned at first instance, inviting them to explain what they consider to be relevant matters in relation to the complaint, and any concerns about the decision reached, before commencing its investigation into the complaint.
- 17 A staff member who is the subject of a complaint should be advised of their right to seek union or legal assistance.
- 18 The Proprietors Trust may form a Complaints Committee to deal with the complaint. A Complaints Committee shall consist of at least two current Proprietors Trust members

and the Kindergarten Manager, unless the Kindergarten Manager is the subject of the complaint or subject to a conflict of interest.

- 19 Any Proprietors Trust member who has a child taught by a staff member that is the subject of the complaint must not be involved in investigating the complaint. Any student representative on the Proprietors Trust, who is directly or indirectly involved in or related to the complaint, should not be involved in any discussions relating to, or investigation of, the complaint.
- 20 If the Proprietors Trust/Complaints Committee considers that a meeting would assist with the resolution of the complaint, the Proprietors Trust/Complaints Committee will invite all parties involved to a formal meeting to discuss the complaint. All parties will be entitled to bring support persons to a meeting with the Proprietors Trust/Complaints Committee. The Proprietors Trust/Complaints Committee may decide to appoint an independent mediator to attend or facilitate any such meeting.
- 21 After any meeting has taken place and the new investigation has been completed, the Proprietors Trust must consider the complaint, any new information obtained, the results of the investigation by the Proprietors Trust/Complaints Committee, any professional, including legal, advice received, and any recommendations made. The Proprietors Trust must then make a final decision on the complaint which shall be provided to all parties in writing. After the decision has been issued to the parties involved, the resolution will be considered final.
- 22 A copy of the decision must be kept by the Proprietors Trust and the Kindergarten Manager. Any decision or corrective action taken will remain confidential to the parties, the Complaints Committee, the Proprietors Trust, any support persons and any external agents involved in resolving the complaint.
- 23 The Proprietors Trust may seek guidance from Te Rito Maioha, the New Zealand Childcare Association, at any time about a complaint.

#### **Complaints about the Kindergarten Manager or Member of Proprietors Trust**

- 24 If a complaint concerns the Kindergarten Manager, the complaint may be made in writing to the Kindergarten Manager, who must promptly report the complaint to the Chairperson of the Proprietors Trust; or made directly to the Chairperson of the Proprietors Trust. The Proprietors Trust will have responsibility for investigating and resolving the complaint, following the procedure set out above.
- 25 If the complaint relates to a member of the Proprietors Trust, the complaint should be made in writing to the Chairperson of the Proprietors Trust. The Chairperson of the Proprietors Trust will be responsible for managing the resolution of the complaint, following the procedure set out above. If a complaint concerns the Chairperson of the Proprietors Trust, the complaint should be handled by a designated Proprietors Trust member, using the procedure set out above. Alternatively, and at the Proprietors Trust's discretion, the complaint may be referred by the Proprietors Trust to the Federation of Rudolf Steiner Waldorf Schools in New Zealand for support in achieving a resolution.

**Further steps [optional]**

- 26 If a complainant remains dissatisfied with a decision of the Proprietors Trust, he/she may request that the matter is referred to the Federation of Rudolf Steiner Waldorf Schools in New Zealand.
  - 27 A complainant may also complain to the Ombudsman about a decision of the Proprietors Trust. The website of the Office of the Ombudsman is: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)
  - 28 If the complaint concerns a staff member and all the above options have been exhausted, the complainant may refer the matter to the Teachers Council Aotearoa New Zealand. The form for making a complaint to the Teachers Council is available online at [www.educationcouncil.govt.nz/content/conduct-competence/making-complaints-and-reports](http://www.educationcouncil.govt.nz/content/conduct-competence/making-complaints-and-reports)
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Signed: \_\_\_\_\_

Print Name \_\_\_\_\_

Dated: \_\_\_\_/\_\_\_\_/\_\_\_\_

Review Date: \_\_\_\_/\_\_\_\_/\_\_\_\_