



School

**Dunedin Rudolf Steiner**

Learning with head, heart and hands

## COMPLAINTS AND PROBLEM RESOLUTION POLICY

### POLICY STATEMENT

- 1 **Dunedin Rudolf Steiner School** ("the school"<sup>1</sup>) recognises that mutually respectful and productive relationships between parents/caregivers, staff, board members, students and the wider community are important for the continued success of the school. To that extent, the school 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 school 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 school or its staff members. Complaints concerning the school may involve parents, students, staff, Board members or the wider community; or school 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.
- 6 If the complaint relates to a stand-down or suspension decision, the Education Act 1989 and the rules specify timeframes and procedural requirements that must be followed.

### POLICY OBJECTIVES/GUIDELINES

- 7 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.
- 8 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

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<sup>1</sup> Please see the separate policy for addressing complaints and problem resolution within the kindergarten, playgroup or the Proprietors Trust

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.

- 9 To ensure that the school 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
- 10 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.
- 11 All staff employed by the school are accountable to the Board as their employer. Teachers are accountable to the New Zealand Teaching Council, who shall be responsible for investigating any teacher conduct, convictions or competence issues, and if necessary exercising disciplinary functions. The Principal is responsible for all Primary school staff. The Principal is responsible to the Board.

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  
Fax: +64 3 471 5201  
Email: [enquiries.dunedin@education.govt.nz](mailto:enquiries.dunedin@education.govt.nz)

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Signed: Daniel Fridberg BOARD CHAIR

Print Name DANIEL FRIDBERG

Dated: 22 / 6 / 2021 Review Date:     / 06 / 2024