

PRIMARY SCHOOL: HANDLING COMPLAINTS:

Complaint raised with staff member

- Complainant discusses complaint with staff member
- Staff member works with complainant to resolve complaint

Complaint Resolved:

Staff member records complaint and resolution in writing and provides copy to Principal or Coordinator

Complaint not resolved / Formal complaint raised with Principal

- Formal complaints should be made in writing to the Principal USING COMPLAINT FORM
- Principal may convene meeting between parties and support persons
- Where:
 - a. The complaint concerns Principal, complaint should be made in writing on Complaint form to the Chairperson of Board
 - b. The complaint concerns a member of Board, complaint should be made to Chairperson of Board
 - c. If complaint concerns Chairperson of Board, complaint to be handled by designated member of Board.

Complaint Resolved:

Agreed resolution recorded in writing and signed by all parties

No agreed resolution – Principal investigates further

- May involve further meetings, interviews, and investigation by external agents
- The parent/caregiver of a student involved in a complaint will be informed
- A staff member who is the subject of a complaint is entitled to seek union /legal assistance
- Principal makes decision on resolution of complaint within five working days of results of investigation

Complaint Resolved:

Agreed resolution recorded in writing and signed by all parties

Dissatisfied complainant – complaint referred to Board

- Board acknowledges the complaint in writing to the complainant, setting out procedure for investigation

Board investigates complaint afresh

- Uses best endeavours to contact all persons concerned at first instance, inviting comment on previous decision
- A staff member who is the subject of a complaint is entitled to seek union /legal assistance
- Board may convene Complaints Committee and/or invite all parties, and support persons, to formal meeting to discuss complaint. May appoint independent mediator
- Board comes to final decision

Complaint Resolved:

Decision in writing given to all parties, and copy kept on Board's file

Further steps if complainant dissatisfied with Board decision

- Complainant may request matter be referred to Federation of Rudolf Steiner Waldorf Schools in New Zealand
- Complainant may complain to Ombudsman
- Complainant may refer matter to New Zealand Teachers Council if it concerns a staff member