

OAMARU INTERMEDIATE SCHOOL

CONCERNS AND COMPLAINTS POLICY

PURPOSE

To help maintain good relations among staff, and between the school and parents through resolving issues that arise from complaints.

OBJECTIVES

- 1. All serious complaints are presented in writing. Serious complaints include those
• By parents against teachers or other staff regarding treatment of students;
• Alleging any criminal conduct or unlawful activity;
• Alleging sexual harassment;
• Against the principal;
• Against the Board of Trustees or a Board member.
2. Less serious complaints may be received verbally by the principal.
3. All complaints, except in exceptional circumstances (e.g. complaints compromising the Principal) are addressed or referred to the Principal, who
• Ensures the issue is mediated (whether by the Principal or some other person) to the satisfaction of all parties, or adjudicates on the complaint; AND/OR
• Implements the relevant provisions of any Collective Agreement or industrial relations arrangements in force; AND/OR
• Refers the complaint to the Board providing a report with all relevant information affecting the complaint.
4. If any party is dissatisfied with the result of the Principal's adjudication, that party refers the complaint to the Board through the Chairperson.
5. Any complaint referred to the Board is
• Dealt with in-Committee;
• Considered on the information presented in writing;
• Either concluded, with no further action taken, or referred to a Disputes Committee.
6. A Disputes Committee is formed as necessary, by the board, and comprises at least three people representing the School, the Parent Community and both genders. This committee considers any complaint referred to it (except a complaint alleging serious misconduct by the Board itself) at a hearing at which:
• All parties have a fair opportunity to present their views;
• No member of the Committee has a personal interest or predetermined view;
• All relevant information presented is considered;
• No party is entitled to legal representation, but is entitled to have a supporter or lay advocate to assist.
7. If complaints include the allegation of unlawful conduct (e.g. assault, dishonesty, sexual misconduct or misuse of drugs) by a staff member:
• The staff member may be suspended pending an enquiry if a criminal prosecution is brought;
• The Board may suspend the staff member pending an enquiry, at a preliminary hearing, if a prosecution has not been commenced, but evidence of unlawful conduct exists.
8. After a hearing the Disputes Committee may:
a. Find the complaint not established;
b. Find the complaint established and either recommend that the Board;
• take no further action;
• reprimand the staff member
• warn the staff member
• institute a programme of restitution and/or counselling
• suspend the staff member
• dismiss the staff member

Effectiveness Review

- 1. This policy will be reviewed in accordance with the board's annual programme of self-review.
2. The review will be conducted in the form of a Board of Trustee survey, using the objectives listed above as the criteria for determining effectiveness of the policy in action.
3. The board will make its review report available to members of the school community after it has been received by the board.

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Chairperson Principal Date

Review completed: Parent [ ] Staff [ ] Board [ ] Other [ ]