

Ruru Specialist School Procedure

Concerns and Complaints

Purpose

To ensure that appropriate transparent actions will be taken in relation to both internal and external complaints concerning Ruru Specialist School.

Our School Value of Respect provides that we ensure concerns or complaints are dealt with in a fair and equitable manner that strives to promote positive relationships and outcomes with and for all involved parties.

Our School Value of Inclusion promotes our commitment to creating a safe and inclusive culture where diversity is valued. (National Education and Learning Priorities NELP Objective 1).

Objectives and Procedures:

At all times every effort is made to resolve any concern or complaints at an informal level with the least intrusive and/or invasive methods employed.

Guidelines:

All Internal and External concerns or complaints regarding Ruru Specialist School are taken seriously and dealt with in line with this Procedure and related processes and any other school procedures and processes as appropriate.

Open and honest discussion between all parties is encouraged. We have processes in place to promptly address and resolve any concerns and complaints about racism, discrimination and bullying (NELP 1).

Any party may bring a support person to any/all meetings.

A concern or complaint must be resolved before another begins. Only one concern or complaint from the same complainant will be dealt with at any one time. The Board becomes involved at the third stage after Stage 1 and Stage 2 have been completed.

At any time and during any part of the process the Board of Trustees may seek external advice or guidance.

Three Stages of Referral

Stage 1: [Staff or School Protocols](#) – see [“If you have a Concern Process”](#)

Initial contact should be with the person concerned or Teacher and Deputy Principal. Staff keep the Principal informed of all concerns, and the agreed action to resolve them. N.B. If the matter is of a serious nature, it will go directly to the Principal.

Stage 2: [Principal](#) – see [“If you have a Concern Process”](#)

When the problem is not satisfactorily resolved within an agreed timeframe; the matter is referred to the Principal.

Initial conversation may be verbal however further action will require a written letter addressed to the Principal.

If the matter resurfaces, please go through Stages 1 and 2 again.

If the matter is not satisfactorily resolved at this point refer to Stage 3.

Stage 3: [Board of Trustees](#)

When the problem is not resolved, after reference to the Principal, the matter is referred formally in writing by the complainant to the Board Chairperson and [Board Stage 3 process](#) is enacted.

If the concern or complaint process has not been followed the BOT will usually return any letter of complaint to the writer and ask that they follow this process first.

Related Policy:	3. Personnel and Employment	Page 1 of 1	Saved Date:	15/10/2022
Related Procedure:	Concerns and Complaints			