**TE TOTARA**

**PRIMARY SCHOOL**

**POLICY: Complaints**

**Why have this policy and what is it for?**

Te Totara Primary School encourages parents and teachers to discuss matters in a positive way so that they can work out what the issues are, and if possible, make decisions together around what will be done about it. Parents are included to mean caregivers and legal guardians.

**How will we do it?**

Where parents are concerned about their child’s schooling or life at school, the first discussion should be directly with the teacher involved. If this does not relate to a specific teacher or staff member, then contact should be made with the Principal, Deputy Principal or Assistant Principal. A parent may bring a support person to any meeting, that person can assist the parent or staff member to discuss the issue or complaint.

**Dealing with Issues or Concerns**







 

 

 



 

 

 



**Dealing with Issues or Concerns with Staff to Staff**









 



 





 

 



**Stage One: The Complaint Process**

 

**Public excluded meetings**







**Public meetings**





**Stage Two: The Board of Trustees Process**



**Procedures for complaints regarding the Principal or Board of Trustees matters**

Where issues or concerns raised with the Principal have not been addressed using the criteria set out in the flow chart above then the formal process of writing to the Board Chair applies.

Where issues or concerns regarding the Board of Trustees or its deliberations need to be raised then the party concerned shall use the provisions for ‘deputations’ and ‘petitions’ set out in the current edition of “Model Standing Orders; for meetings of public bodies”

**Complaints about School Processes**

Parents may complain to the school or the Ministry of Education about the school’s complaints process.

Reference: Ministry of Education website:

**<http://www.minedu.govt.nz/NZEducation/EducationPolicies/Schools/StanddownsSuspensionsExclusionsExpulsions/PartTwo/Section3ActionsOfLastResort/ManagingComplaints.aspx>**

Contact the Senior Adviser for the school at Ministry of Education Central North Region.

Ph: (07) 858-7130

BOT Chair …………………………..... Principal ………………………….....

Date Reviewed: 27 August, 2020 Review Date: August 2021