

Complaints

1. St Teresa's School aims to achieve satisfactory resolutions to concerns and complaints.
2. Documentation is stored in Principal's office or through Privacy Officer.
3. Parents / Caregivers will be made aware of the procedures to be followed in dealing with concerns and complaints.
4. All complaints in the first instance should be directed to the teacher, a mutually agreed time should be set for this discussion. If the problem is not resolved or the complainant does not feel comfortable about a direct approach they should refer the matter to the Principal.
5. It is not appropriate for a parent/caregiver to approach a member of staff with a complaint in class time or in a location lacking privacy. When this occurs the teacher will direct the parent/caregiver to a more appropriate time or location.
6. On receiving a complaint the staff member may wish to have the Team Leader/Principal present.
7. Staff members will inform their Team Leader that a verbal complaint/concern has been raised and inform them of what actions they intend to take to deal with it.
8. When a complaint by a parent/caregiver cannot be resolved by the parent/caregiver the complaint can be referred to the Principal.
9. Where the Principal is unable to resolve the complaint after discussion with the parent/caregiver and the staff member concerned these parties may refer the matter in writing to the Chairperson of the Board of Trustees.
10. In cases of a complaint against the Principal, which remains unsolved in the first instance, a formal written complaint must be made to the Board of Trustees Chairperson and the guidelines from NZSTA will be followed.
11. Where a staff member is concerned, they will be notified of their right of representation at any meetings. A written response will be made from the BOT from any complaint received by it – within 14 days of the meeting held to discuss the complaint.
12. All complaints in writing must be signed by both parties.
13. All written complaints must be acknowledged within 3 working days of receipt.
14. Except in exceptional circumstances the Board will not accept any complaints that are not in writing. All written complaints will be heard by the whole Board. The Board may appoint a committee to investigate the complaint and report back to them.

15. Where an initial concern is considered of a more serious nature it is strongly recommended that a further complaint is lodged directly with the Principal or Chairperson of the Board of Trustees.
16. If a complaint is made to an individual member of the Board of Trustees by a member of the school community the member should direct the person to either the appropriate management staff or put the complaint in writing to the Chairperson of the BOT and or Principal.
17. Complaints will be dealt with according to the relevant employment contract, the policies of the school and the principles of natural justice. A member of the community may assist in the process.
18. Complainants are informed by the Principal or by the Board of Trustees Chairperson of the outcomes of the complaint.
19. Where appropriate outside mediation may be sought from the Catholic Education Office, New Zealand Educational Institute, or School Trustees Association.
20. In all cases the Board in dealing with complaints, will act as a good employer.