



Marian Catholic School

COMPLAINTS AGAINST EMPLOYEES POLICY

Purpose

That the Board of Trustees has processes and procedures in place to ensure that complaints against employees are investigated and outcomes achieved in a timely manner consistent with the Marian School core values.

Policy

- 1) The preferred pathway for complaints against employees is to follow the Query, Question, Problem, flow chart, as displayed throughout the school and annexed to this policy.
 - a) If the complaint is against the Principal, then the complaint shall be directed to the Chairperson of the Board of Trustees
 - b) Unresolved complaints will be discussed with the Chairperson of the Board of Trustees to determine further action to be taken.
 - c) Every effort will be made to resolve complaints within 28 days of receipt of a formal written complaint.
 - d) Complaint and discipline procedures will be followed in accordance with the employee's employment agreement.
- 2) It is vital that the Principal and the Board of Trustees preserve confidentiality, carefully document all their actions, and are able to show, in accordance with employment agreements that they have acted fairly and properly with regards to complaints made against employees of Marian School.

Review

This policy will be reviewed triennially.

Approved by the Board of Trustees: 14 August 2017

Board of Trustees Chairperson:

Previous Reviews:

Complaints Procedure

Our aim is to provide a fair and consistent Complaints Procedure which is transparent and based on natural justice.

Issues need to be heard and frequently a meeting with the person directly involved i.e. class teacher or principal enables an issue to be resolved, before a complaint is reached.

Using the principles of natural justice all parties will be listened to, given an opportunity to express their understanding of the issue and advice from NZSTA and NZEI will be sought to support the process.

Concern of Complaint about School Organisation

All complaints about school activities or organisation shall be referred to the classroom teacher, teacher in charge of activity or the Principal.

If no resolution is reached a complaint should be made in writing to the Board Chair and signed by the complainant.

Complaints against a Teacher

All complaints against a teacher shall be referred in the first instance to the Principal.

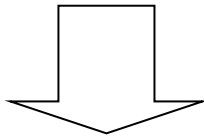
- Principal will contact NZSTA immediately and follow their advice through the process.
- A copy of the complaint will be given to the teacher for a written response.
- Principal will document concern, investigate and report back to all parties.
- If no resolution is reached complaint should be made in writing to the Board Chair and signed by the complainant.
- Where the Board considers a resolution is reasonable and effective, the complainant and the Teacher should be informed by the Board that no further action is intended.
- If the Board is not satisfied, the full Board or a committee of the Board may discuss the complaint and recommend actions to the Teacher. The Teacher should be invited to respond to the Board's recommendations.
- In the case of allegations which have disciplinary implications, the Board should convene a committee to investigate and report only on the substance of the complaint. Such a committee will include a professional or union representative nominated by the Teacher as well as a professional or STA advisor selected by the Board.
- The committee should report in writing to the Board detailing all parties consulted and the content of any written submissions. The committee may offer a recommendation to the Board.
- While formal procedures are available as a last resort, every effort will be made by all concerned to resolve the matter informally.

Complaints against Principal

- A copy of the complaint should be given to the principal for a written response.
- The Chair will contact NZSTA for advice through process.

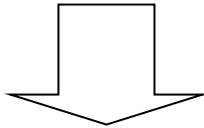
- The Board will consider the written response and inform the complainant in writing of any actions taken in resolution.
- Where the Board considers a resolution is reasonable and effective, the complainant and the Principal should be informed by the Board that no further action is intended.
- If the Board is not satisfied, the full Board or a committee of the Board may discuss the complaint and recommend actions to the Principal. The Principal should be invited to respond to the Board's recommendations.
- In the case of allegations which have disciplinary implications, the Board should convene a committee to investigate and report only on the substance of the complaint. Such a committee will include a professional or union representative nominated by the Principal as well as a professional or STA advisor selected by the Board.
- The committee should report in writing to the Board detailing all parties consulted and the content of any written submissions. The committee may offer a recommendation to the Board.

QUERY? QUESTION? PROBLEM?



My child's teacher
Or
Office for Administration

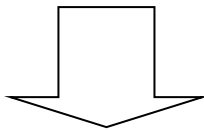
Not satisfied



Team Leader

Toni Walters-Freke Team 1	Cathy Chadwick Team 2
Debra White Team 3	Kerrie Martin Team 4

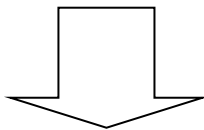
Not satisfied



Deputy Principal

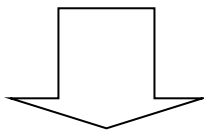
Kay Petchell

Not satisfied



**Debra White
Principal**

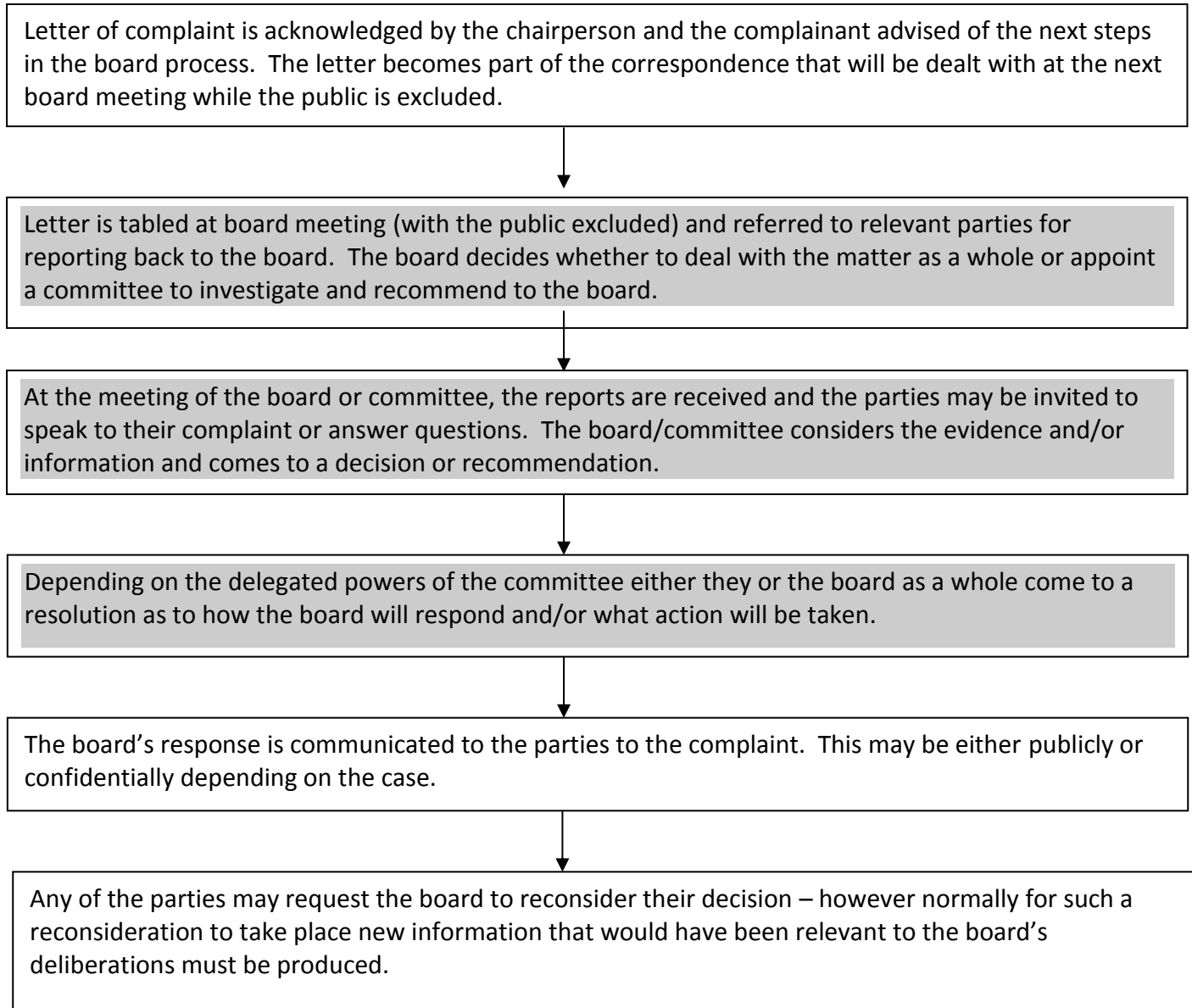
Not satisfied



Write to: Chairperson Board of Trustees

Complaints Flow Diagram of Procedure

Board of Trustees Complaints Flow Diagram



Shaded areas denote "In committee" i.e. public excluded meeting.