

COMPLAINTS POLICY

Fiordland College

ADVICE FOR PARENTS

What do I do if I have a concern?

If you have a concern and it is a matter involving a teacher, you should firstly try to contact the teacher and discuss the matter with her/him. The best way to do this is to phone (249 7819) the School Office (School Office hours 8.00am – 5.00pm) or write a note to the person concerned. Parents are requested not to contact teaching staff at home unless it is an emergency.

Most teachers will be teaching when you phone and so will not be available to answer your call immediately. If they cannot take your call you should leave a message for the teacher to contact you or make an appointment to see the teacher. You should expect to hear back by the next day. Please ensure you leave information with the school office about the best time to contact you. If you write, please ensure that a contact phone number is included. If you would prefer a written reply, then we will try to reply within three days.

Once your concern has been considered and an answer provided, or an action taken by the school and you are not satisfied that your concern has been adequately remedied, then you may wish to take your concern further.

What if I don't feel able to talk to the teacher concerned or it is about a matter which does not involve a particular teacher?

If your concern is about a matter which you don't feel able to talk about to the teacher directly, or which is about a matter which does not involve a particular teacher, then you have a number of alternatives.

You could phone or write to:

1. Your son/daughter's form teacher (the School Office will be able to tell you who this is).
2. The Head of Department of the subject concerned (if you don't know who this is, the School Office will be able to tell you).
3. The Dean in charge of the Year level of your daughter/son (again, the School Office will tell you who this is).
4. Our Counsellor – Mrs Humphries
5. Somebody in the School's Senior Administration -
Principal - Ms Miller; the Deputy Principal - Mr Cantwell; the Assistant Principal – Miss Kelly

PROCEDURE FOR MAKING A FORMAL COMPLAINT

If you are not satisfied with the outcome and wish to make a formal complaint, here is the procedure you should follow:

1. Write down your complaint, giving details of what it is you are complaining about. Include details of efforts you have already made to resolve the matter. Include your name and contact phone number.
2. If your complaint involves the Principal, you should contact the Board of Trustees Chairperson.
3. Otherwise, take your written complaint to the Principal or another member of the school's Senior Administration if the Principal is absent. Ask for assistance at the School Office if you are unsure how to go about delivering your complaint. If you prefer, you can hand your complaint to a member of the Board of Trustees who will deliver your complaint for you to the Principal. The School Office can tell you how to get in touch with a member of the Board of Trustees.
4. When a complaint is received, the Principal may discuss the matter with you before deciding what further action should be taken. If you want somebody else to accompany you when you discuss the matter you are welcome to do so.
5. The Principal will talk to the person about whom the complaint has been made. The Principal may also interview anybody else who may have had a part to play in the incident or who may have seen what happened. Written statements will usually be taken.
6. The Principal will decide what steps will be taken as a result of the investigation.
7. You will be informed of the outcome of the investigation.
8. Depending on the nature of the complaint, the matter may be referred by the Principal to the Board of Trustees for consideration and action.
9. Your complaint will be treated in confidence. However, in the interests of natural justice, the person about whom a complaint is made must have the opportunity to hear all details about the complaint and to reply to it.
10. If you are not satisfied with the Principal's resolution, you may refer the matter to the Board of Trustees.
11. If the matter is referred to the Board of Trustees, the Board will ask the Principal to prepare a report as well as carry out any investigations as necessary. The matter would then be res

ADVICE FOR STAFF MEMBERS

Staff members who have a concern and/or wish to make a formal complaint, should follow the same general process as outlined above.

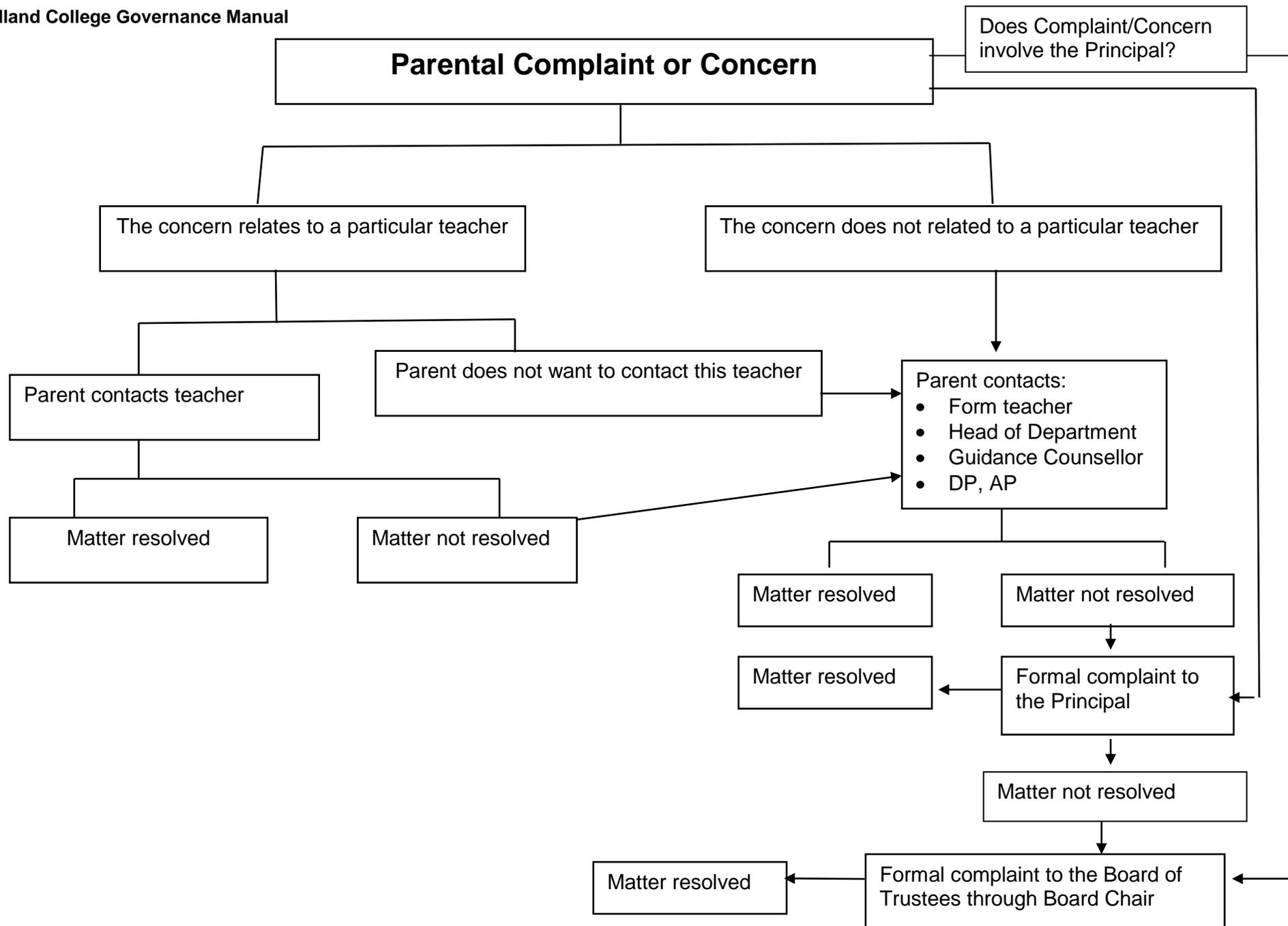
Staff members are reminded that they may also avail themselves of the Employee Assistance Programme.

Fiordland College Governance Manual

Signed _____ (Chairperson)

Established 13 May 2010

Next review date



FIORDLAND COLLEGE BOARD OF TRUSTEES COMPLAINTS PROCEDURE

Letter of complaint is acknowledged by the Chairperson and the complainant advised of the next steps in the Board process. The letter becomes part of the correspondence that will be dealt with at the next Board meeting while the public is excluded.



Letter is tabled at Board meeting (with the public excluded) and referred to relevant parties for reporting back to the Board. The Board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the Board.



At the meeting of the Board/committee, the reports are received and the parties may be invited to speak to their complaint or answer questions. The Board/committee considers the evidence and/or information and comes to a decision or recommendation.



Depending on the delegated powers of the committee either it or the Board as a whole comes to a resolution as to how the Board will respond and/or what action will be taken.



The Board's response is communicated to the parties to the complaint. This may be either publicly or confidentially depending on the case.



Any of the parties may request the Board to reconsider its decision. However, normally, for such a reconsideration to take place new information that would have been relevant to the Board's deliberations must be produced.