

TE PUKE HIGH SCHOOL

Complaints Policies and Procedures



Aim High
Whaia Te Matauranga Tiketike

Policies:

1. Whanaungatanga (Relationships) Policies

- Te Puke High School will communicate with parents/caregivers and the community in an accurate, well presented and professional manner.
- Te Puke High School will ensure that all concerns and complaints are dealt with promptly in accordance with the school's procedures.

2. Manākitanga (Caring) Policies

- All concerns and complaints about staff are to be dealt with confidentially and promptly and in accordance with school procedures.
- Disciplinary procedures should be carried out with regard to the relevant employment agreement.
- Where the Principal determines disciplinary procedures are warranted the Principal shall promptly advise the Board Chair.

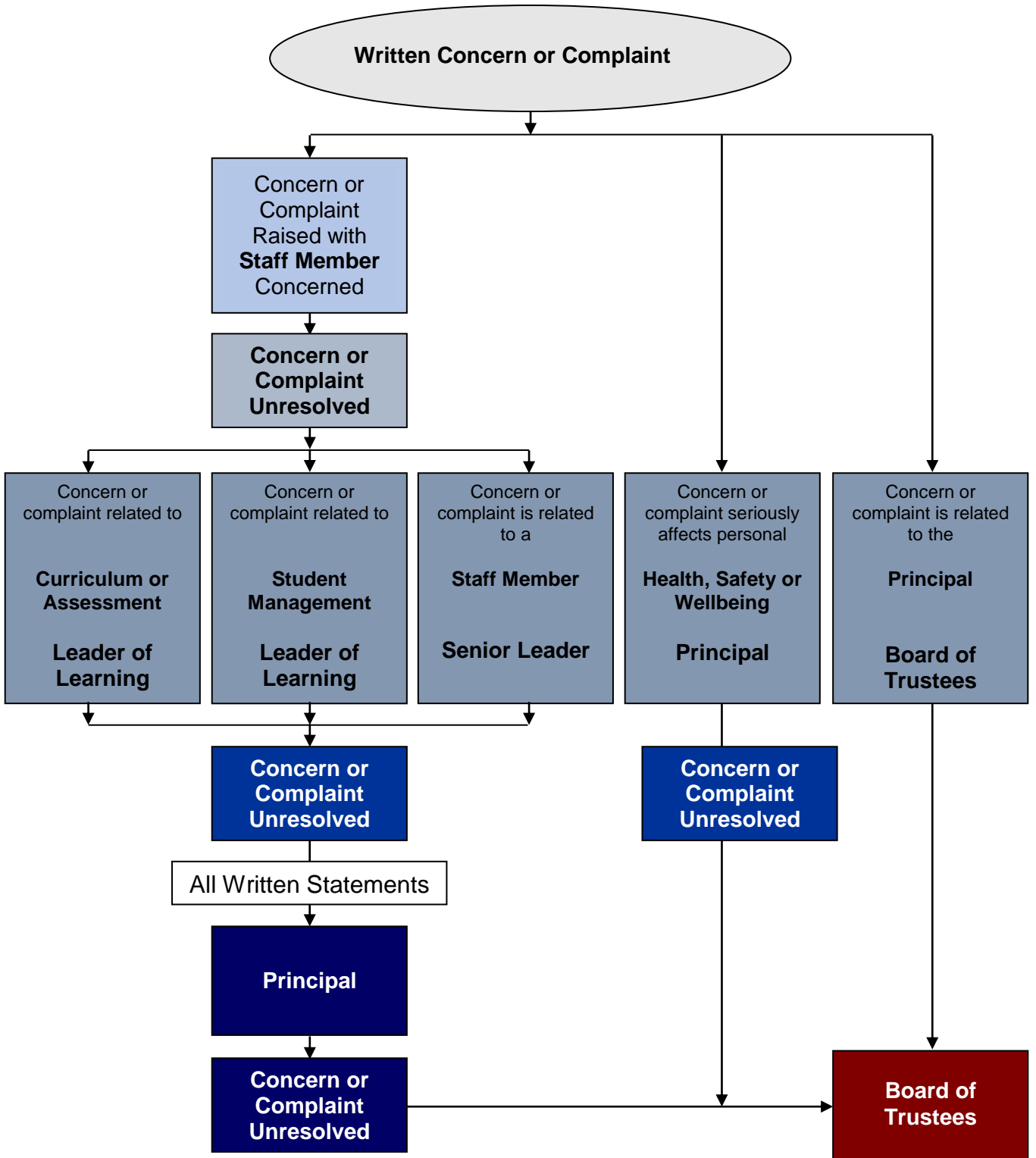
Concerns and Complaints about Staff Procedure

Rationale

In accordance with the State Sector Act (1988) Te Puke High School will ensure that all concerns and complaints related to teaching staff are actioned in a fair and considerate manner.

Actions

1. In the first instance, a concern or complaint should be raised with the person(s) concerned and where possible resolved co-operatively.
2. If the concern or complaint cannot be resolved through the action in 1, the following steps will be used:
 - (a) Concerns or complaints pertaining to curriculum and assessment must be directed to the Leader of Learning for that subject. The Leader of Learning will be responsible for investigating and resolving the concern or complaint. If the concern or complaint pertaining to curriculum and assessment remains unresolved a statement should be written by the complainant and submitted to the Senior Leader in charge of Curriculum and Assessment.
 - (b) Concerns or complaints pertaining to student behaviour and management must be directed to the Leader of Learning for that subject. The Leader of Learning for that subject will be responsible for investigating and resolving the concern or complaint. If the concern or complaint pertaining to student behaviour and management remains unresolved or is considered serious a statement should be written by the complainant and submitted to a Senior Leader.
 - (c) Concerns or complaints pertaining to staff behaviour must be directed to one of the Senior Leaders. The Senior Leader approached will be responsible for investigating and resolving the concern or complaint.
 - (d) Concerns or complaints pertaining to the Principal's behaviour must be directed to the Board Chair. The Board Chair will be responsible for investigating and resolving the concern or complaint.
3. If the concern or complaint remains unresolved through the actions in 2 (a), (b) or (c), a statement should be written by the complainant and submitted to the Principal. The Principal will be responsible for investigating and resolving the concern or complaint.
4. If the concern or complaint remains unresolved through the action in 3, a statement should be written by the complainant and submitted to the Board of Trustees. The Board of Trustees will be responsible for investigating and taking appropriate action.
5. If the concern or complaint is considered by the complainant to seriously affect a person's health, safety or wellbeing a statement must be written by the complainant and submitted to the Principal. The Principal will be responsible for investigating the concern or complaint and taking appropriate action.



Serious Complaints about Staff Procedure

Rationale

In accordance with relevant legislation, standards, and codes of practice including, the Education Act (1989), Secondary Teachers' Collective Agreement, Te Puke High School will implement 'best practice' procedures to ensure that teaching staff abide by a fair and considerate Code of Conduct.

Teachers have a relationship of trust with and service to all students. Implicit in this relationship is an understanding of the conduct expected of a teacher. The Te Puke High School Code of Conduct provides the minimum expectations of staff at Te Puke High School.

Actions

1. In the event of a serious complaint about a teacher a statement must be written by the complainant and submitted to the Principal.
2. The Principal will consult Section 3.4 of the Secondary Teachers' Collective Employment Contract and be guided by the School Trustees Association on the process to be used.