



Waverley Primary School

Dealing with Concerns

Talk to your child's teacher



Resolved



No X



Yes ✓



Talk or write to the principal



Resolved



No X



Yes ✓



Your concern has turned into a complaint



Waverley Primary School

Dealing with Complaints

Put your complaint in writing to the board, addressed to the chairperson. The board will deal with the complaint in terms of its concerns and complaints policy/procedure.



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Resolved



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Board deals with matter itself

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Resolved



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Consider other options with external agencies such as: NZSTA, Education Review Office, Ministry of Education and Education Council.



Waverley Primary School
Concerns and Complaints Policy

Purpose: To respond to concerns or complaints in a fair, timely and consistent manner.

Objectives:

1. To provide a process for all school personnel to deal with concerns or complaints that may arise whether in relation to students, teaching and non-teaching staff, leadership, or in relation to school policies and systems.
2. To ensure that all people in the school community know the correct procedure to be taken for both making and receiving a concern or complaint.
3. To resolve concerns or complaints speedily* at the lowest appropriate level within the school's structure. See flowchart for Concerns, also separate flowchart for Complaints.
4. Complaints received by the board will be discussed "in committee" to decide how it will be resolved with consultation with NZSTA and, if appropriate, the board's insurer.
5. Board takes appropriate actions, records and formally minutes decisions. They then advise the complainant in writing of decisions and factors considered in reaching its decisions within 21 days of receiving the complaint.

* Acknowledge complaint or concern within 7 days and advise of the board process OR if it is a concern that has not been dealt with by the concerns procedure, redirect complainant to principal to deal with.

Reviewed: 27 August 2018