



Rangi Ruru
Girls' School

Complaint Against a Staff Member

Procedure

Purpose:

To ensure that formal complaints against a staff member are dealt with in a manner which is:

- fair to all parties
- consistent
- flexible enough to take account of individual circumstances

Definition of Complaint:

1. A formal complaint against a staff member, that has been notified in writing.
2. A concern or problem involving a parent, guardian, student or another staff member that remains unresolved and requires formal notification because –
 - a. a prior approach has not produced an improved outcome.
 - b. this concern or problem is adversely affecting progress and/or wellbeing at school of a student or staff member.

Guidelines:

1. A complaint will be responded to as promptly as possible.
2. The Principal will be informed of any complaint as defined above. A decision will then be made regarding the most appropriate person, or persons, to deal with the complaint.
3. The person complained about must be informed by the Principal and have an opportunity to present his/her point of view.
4. If the concern is substantiated, but not of a very serious nature as determined by the Principal and/or person delegated with the task of investigating the complaint, points 4-8 of this procedure will be followed. A restorative approach (mediation, facilitation,

consultation, etc.) will be arrived at by discussion with all parties involved and the agreed solution clearly outlined to everyone.

5. If necessary, or preferable, an independent person may be called in to mediate.
6. The procedure for monitoring the solution and the review date, with provision for further action if required, should be clearly established.
7. The parties involved in the complaint should remain informed at all times.
8. A written record of the complaint, action taken, and follow-up procedure will be documented, with the Principal informed throughout the process.
9. For a substantiated complaint concerning a Teacher's competence, then the Teacher Causing Concern procedure may need to be followed.
9. For a substantiated complaint of a very serious nature the Principal will invoke the relevant clauses of the staff member's Employment Agreement (Termination, Personal Grievance and Disputes Procedures).
10. When procedures as outlined in 9. are to be invoked, the Principal shall inform the Chairperson of the Board of Governors.
11. An ad hoc committee may be formed to advise the Principal.
12. The decision to inform the Board shall be at the discretion of the Principal and Board Chairperson.
13. When a complaint goes directly to the Board or to a Board member, the matter will be referred to the Principal to handle as above.
14. If the complaint is against the Principal, the Board shall decide on the best person or persons to deal with the process.

Refer also: Harassment Policy and Procedures
Teacher Causing Concern Procedures
Principal's and Staff Employment Agreements
Conduct and Competency Guidelines – Teaching Council
Teaching Staff - Staff Handbook, Coaches Handbook etc.