

Parent/Caregiver Complaints

Introduction:

Paraparaumu Beach School is committed to providing a positive and supportive learning environment for all students. This document outlines the procedures for addressing complaints from parents/caregivers regarding their child's progress or welfare, or about school operations. We are dedicated to resolving concerns fairly, objectively, and confidentially.

Initial Approach:

- Parents/caregivers are encouraged to discuss concerns directly with the staff member or class teacher involved. This fosters open communication and transparency.
- If a meeting is necessary, parents/caregivers should arrange an appointment with the staff member to ensure adequate time for discussion.
- Parents/caregivers with a serious concern will be directed to a member of the Senior Leadership Team.

Escalating a Complaint:

- If the matter is not resolved after speaking with the class teacher, parents/caregivers can approach the Syndicate Leader
- If the outcome at this stage is still unsatisfactory, the parent/caregiver should contact the Principal. The Principal may redirect them back to the appropriate person if the initial contact is deemed premature.
- At this stage, the Principal may request a written and signed complaint.
- The Principal will aim for a timely resolution and communicate an estimated timeframe to the parent/caregiver.
- The Principal has delegated authority to address complaints against staff members under their supervision.

Board Involvement:

- If the Principal cannot resolve the complaint, any party involved can refer the matter to the Board Chair.
- The Board only considers signed, written complaints with sufficient detail for proper investigation. Anonymous or verbal complaints will not be accepted.
- The Board will acknowledge the complaint in writing within five working days and advise that the complaint will be forwarded to the staff member concerned for a response. If the complaint lacks detail, the Board may request clarification.
- The staff member will receive a copy of the complaint and a reasonable timeframe to respond in writing. They will be informed of their right to representation and to be heard by the Board. The Board will proceed with the investigation even without the staff member's response.
- The Board will conduct a thorough investigation, potentially led by the Board itself or an independent party. The investigation process and relevant timeframes will be documented and communicated to all parties involved.

- A detailed record of all proceedings will be maintained.
- An investigation report will summarise the agreed-upon facts, disputed facts (if any), findings, and potential recommendations for further action.
- The Board will use the report to determine necessary actions.
- All parties will be notified of the outcome in writing.
- Throughout the process, the Board may seek guidance from the Ministry of Education, relevant collective agreements, insurance providers, and the New Zealand Educational Institute (NZEI).
- In specific cases, complaints may be referred to the police and/or Teachers Council if applicable (*refer to Disciplinary Action procedure*)
- The Board will continue to address the matter as the employer, independent of any criminal proceedings.
- Once the Board determines the outcome and any actions, the matter will be considered closed.
- Parents/caregivers who wish to pursue further action after closure can contact the Ministry of Education for guidance.

Conclusion:

Paraparaumu Beach School prioritises open communication and strives to resolve concerns effectively. This procedure ensures a fair and transparent process for addressing parent/caregiver complaints.

Reviewed July 2024