

Big Rock Primary School Board of Trustees
Policy
Concerns & complaints

Purpose

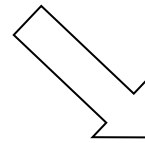
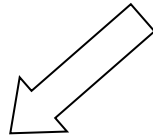
To have a set of procedures for dealing with concerns and complaints that enable problems to be discussed openly and frankly with the intention of achieving satisfactory outcomes, for all partners.

Objectives

- 1** Concerns regarding a child or their education are discussed with the teacher or principal as early as possible at a mutually suitable time. Times are arranged through the school office.
- 2** A written record may be taken of an issue which has a list of actions to be taken and a review date. This is to be signed by all concerned parties.
- 3** When required by a teacher or parent, the problem is referred to the principal who takes appropriate action (e.g. interview, intervention, outside help).
- 4** In the event of the complaint involving the Principal, the Board of Trustees chairperson are informed and act accordingly. Flow chart attached.
- 5** The principal notifies the board of a problem as is deemed necessary.
- 6** Parents notify the board in writing when actions taken by the principal do not resolve the problem to their satisfaction, this will be referred to the Board of Trustee sub-committee.
- 7** When issues of teacher competency arise, the relevant procedures in the Collective Agreement are followed.

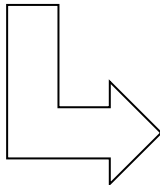
**BIG ROCK PRIMARY SCHOOL POLICY
CONCERNS AND COMPLAINTS**

DISCUSS WITH TEACHER



**WRITTEN RECORD
AND REVIEW DATE
REQUIRED**

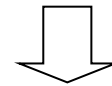
**IF COMPLAINT
INVOLVES THE
PRINCIPAL REFER
TO BOT CHAIR,
WHO ACTS
ACCORDINGLY.**



**IF
UNRESOLVED,
REFER TO
PRINCIPAL**



**PRINCIPAL TO
INFORM BOT
WHEN REQUIRED**



**PARENTS NOTIFY BOT IN
WRITING IF PRINCIPAL
HASN'T RESOLVED
PROBLEM REFERRED TO
SUB COMMITTEE**

N.B. Issues of teacher competency are dealt with using relevant procedures in the NZEI Collective Agreement.