



MANAWARU SCHOOL
CONCERNS AND COMPLAINTS POLICY
 (NAG 5)

Rationale:

To ensure concerns and complaints are dealt with in a transparent equitable fashion.

Purpose:

To empower parents and guardians who have concerns or complaints regarding aspects of Manawaru School. This is a method by which our school functions as a safe and positive environment.

Guidelines:

- Complaints and concerns will be dealt with promptly.
- All concerns and complaints will be taken seriously.
- Confidentiality will be observed.
- The rights of all people involved will be respected.
- Parents of the children involved will be notified and kept up to date.
- The staff will be involved in implementing any changes where necessary.
- The BOT chairperson will be briefed on the action taken by the principal when necessary
- Outside agencies will be involved where necessary.

What do I do?

If the matter involves the classroom programme or a teacher

- Write a note or contact the teacher through the school concerned with a view to making a time to discuss the concern. The staff member concerned may not be able to talk to you when you approach them, so it is best to make a time when you are both free.
- Indicate before the discussion what the concern is about, if possible.
- Talk with the relevant staff member about the issue and be prepared to listen to their point of view.
- Provide feedback to the teacher as to whether you were satisfied or not, to ensure the problem is settled.

If the matter is unresolved or concerns a more general matter

- Make a time to see the principal. Provide details of your complaint and the steps you have taken to remedy the situation.
- The complaint will usually be dealt with by the Principal, but in some instances may be referred to teachers or the Board of Trustees.
- Parents and Caregivers have the right to write to the Board of Trustees if they feel their issue is still unresolved.
- The Board of trustees will refer management issues to the principal.

If your complaint relates to the Principal or Board of Trustees

- Write to the Chairperson of the Board outlining your concerns in detail, including your name and contact telephone number.

USEFUL TIPS

- Approach a teacher with your concern when they are not teaching
- Problems should not be discussed in front of children – either at school or at home.
- We ask that staff show respect for you and ask that you show respect for them.
- The first person you should see regarding your concern is the person closest to the problem.
- There are usually two sides to a story.
- If you have concerns regarding a child you must approach the school NOT the child. We will only know of your concern if you tell us.

18th February 2019

B.O.T. Chairperson

Principal