



## ST FRANCIS XAVIER CATHOLIC SCHOOL COMPLAINTS POLICY

### PURPOSE

To ensure that any complaints concerning school staff, children, management or Board members are resolved in a manner that is just and fair to all concerned.

To achieve an outcome to complaints that is accepted by the parties involved and meets the Board's commitments to community consultation, being a good employer, self review and the needs of students.

In implementing this policy the principles of pastoral care and the Gospel Values of justice, fairness and reconciliation will be taken into account.

### GUIDELINES

1. Complaints are to be submitted and dealt with following the procedure set out below.
2. The role of the Principal as professional leader and manager of the school is recognised.
3. The terms of relevant employment agreements, principles of natural justice and relevant legislation will be complied with.
4. Issues related to a staff member's competence might be initiated at any time by the Principal and addressed through the Professional Development Cycle.
6. Those making complaints and those having complaints made against them will be informed of the Board's investigation / action.
7. Any investigation or meetings will be conducted in a timely manner.
8. Confidentiality of information and documents relating to the complaint will be maintained by all parties throughout the process.

### PROCEDURE

1. A complaint concerning a student or staff member is to be referred in the first instance to the relevant classroom teacher. The classroom teacher is to be approached outside of class contact time in a manner which is respectful to the teacher and others.

2. If the matter is not resolved satisfactorily, the complaint may be referred to the Principal.
3. If the matter is still not resolved to the satisfaction of the complainant, or, the complaint is in relation to the Principal or a Board of Trustees member, then the complaint is to be submitted in writing to the Board Chairperson. The complainant must confirm that the above procedure has been followed.
4. A complaint relating to the Board Chairperson is to be submitted in writing to the Principal and will be considered by the Board in the absence of the Chairperson.
5. A written complaint submitted to the Board Chairperson will be considered at the next Board meeting during which part the public will be excluded. Prior to the Board meeting, an informal meeting of the Board or the Personnel Subcommittee of the Board may be held.
6. Receipt of the complaint will be acknowledged by the Chairperson as soon as reasonably practicable and the complainant will be kept advised of the process the Board will adopt in dealing with the complaint.
7. The Board may refer a complaint to the Principal to deal with if, for example, the initial steps in this procedure have not been followed or if the subject matter is within the sphere of the Principal's day-to-day management of the school.
8. The Board (if the complaint is against the Principal) or the Principal will contact the school insurers and New Zealand School trustees Association immediately if it is deemed that the issue could escalate into a grievance and or legal matter.
9. The Board reserves the right to deem the matter closed after due process is completed and the parties are advised of the outcome.

*Approved by: K Weir  
Chairperson*

*Date Reviewed: Term 3, 2017*

*To be Reviewed: Term 3, 2020*