

# *St Francis School*

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## **Complaints and Consultation Policy**

All people will recognise that each person is precious in the sight of God and so must be accorded respect and courtesy as they would expect to be treated.

### **Rationale:**

St Francis School's philosophy encourages active participation and dialogue between the Principal, Parents and teachers for their mutual benefit. While it would be ideal for all dialogue to be positive, from time to time, concerns and complaints regarding the operation of the school at all levels may arise.

### **Purpose:**

To clearly define the procedures to be followed using the guidelines in places, so that they can be acted upon at the appropriate level in a constructive and objective manner.

### **Guidelines:**

The Board of Trustees acknowledges

- 1) That its role within the school is one of governance.
- 2) That the role of the Principal within the school is one of management and he/she is therefore responsible for the day to day administration and professional leadership within the school.
- 3) That the teaching staff are responsible for the management of the classroom, learning programmes, and pupil learning needs, with professional advice and leadership of the Principal.
- 4) The procedures set out relate to events occurring within the school context.

### **Procedures:**

1. Parent concerns regarding the learning and teaching of their child should be discussed directly with the teacher at either designated parent interviews held during the year or by making a time suitable to both parent and teacher.
  - i) If a satisfactory outcome is not achieved, then the matter should be referred to the Principal by the parent, or teacher, or both, for discussion and resolution;
  - ii) If the matter is not resolved both parties will refer the matter to the Board of Trustees with the facts submitted in writing.
2. Teacher concerns or complaints regarding parent actions should be referred to the Principal for discussion and resolution. The Principal may refer the matter to the Board of Trustees if deemed appropriate.

3. Teacher concerns or complaints regarding pupils should be made directly to the parent and/or the Principal, depending on the nature of the problem. The Principal may refer the matter to the BOT if it is deemed appropriate.
4. Parent concerns or complaints regarding parent/children's actions should be referred to the Principal or Teacher. The Principal may refer the matter to the BOT if it is deemed appropriate.
5. Concerns or complaints regarding School policy should be directed in writing to the Principal and the BOT for discussion and resolution.
6. Any complaint sent directly to the BOT or to any Board member, must be referred to the Principal in the first instance. The Principal must be given sufficient time to investigate or comment upon the matter and seek resolution.
7. Any concerns or complaints regarding a member of the Schools staff should firstly be directed to the Principal for discussion and resolution. If the subject of the complaint is the Principal, the matter should then be referred either directly or through a Board member to the Chairperson of the BOT who will then activate the Complaints sub-committee.
8. A complaint received concerning School staff and their employment in the school shall result in the immediate consultation of;
  - i) The Industrial Advocate for the School Trustees Association, and
  - ii) The schools Insurance Group.
  - iii) Catholic Education Office.
9. All complaints presented to the BOT will be acknowledged in writing to the complainant. The complaints sub-committee will then be informed and act to resolve the matter;
  - i) The sub-committee should consist of
    - Chairperson
    - Principal or staff member
    - Bishop's Representative
    - Parent Representative
  - ii) Individual Board members must not act independently on an issue without the authority of the BOT
  - iii) If the complaint/complainee is a Board member, then that person must stand aside and not be involved in any investigation which may be deemed necessary, and may not be a member of any sub-committee established by the Board to consider the issues raised.
  - iv) The sub-committee will report on the nature and the resolution of the issue. If the issue is not resolved, the sub-committee will table the issue at the BOT level and seek advice from the appropriate quarters.

Date .....

Review Date .....

Chairperson .....

Principal .....

