



ST IGNATIUS  
CATHOLIC SCHOOL

# St Ignatius Catholic School

## Resolution of Concerns/Complaints Guidelines

### Principles

It is important that the school responds to concerns/complaints in a fair and consistent manner and in accordance with the relevant employment agreements, legislation and the school's code of conduct.

These guidelines are to:

1. Ensure consistency when dealing with concerns/complaints.
2. Deal with concerns/complaints in line with set procedures and in accordance with the conditions of the relevant employment agreement.
3. Put in place corrective or disciplinary actions where this is deemed appropriate.
4. Safeguard the rights of all parties involved.
5. Reach resolution for the parties involved in line with our Catholic Character.

### Guidelines:

1. The guide for action will be the Parent Concern/Complaint Flow Chart.
2. Concern/Complaints should be made in writing or in person in the first instance to the relevant staff member, teacher or principal. The parties will then meet as soon as possible to discuss the concern.

3. Concerns/Complaints of a serious nature should be directed to the principal. Other parties will be informed at the principal's discretion and appropriate action taken as required.
4. In cases of a concern/complaint against the principal, which remains unresolved in the first instance, a letter of complaint may be made to the Board of Trustees chair.
5. All employees against whom a concern/complaint is made will be advised in writing of the nature of complaint, the process of investigation and the availability of support.
6. Complainants are informed in a timely manner by the principal or the Board of Trustees chairperson of the outcomes of the original complaint enquiry
7. Where appropriate outside mediation maybe sought from organisations such as STA, NZEI etc.
8. In all cases the Board of Trustees in dealing with concerns/complaints will act as a good employer.
9. Concerns/complaints will be treated in the strictest confidence by the school and all rights respected. Where necessary the school will assist with any language issues or cultural sensitivities.
10. The concerns/complaints guidelines will be published to the school community at least once each year.
11. All documentation will be stored in a concerns/complaints file, which is held by the school in confidential storage.

# Board of Trustees concerns/complaints procedure

1. In the event of a concern/complaint being referred to the Board of Trustees, the letter of concern/complaint is acknowledged by the chairperson and the complainant is advised of the next steps in the Board of Trustees process. The letter becomes part of the Board of Trustees' correspondence that will be dealt with at the next board meeting "in committee".
2. At the next Board meeting, the letter is tabled (with the public excluded) and referred to relevant parties for reporting to the board. The board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the Board. If a committee is appointed, explicit delegation is given to both investigate the concern/complaint and make a recommendation for the Board to decide or to investigate and determine an outcome.
3. At the Board/committee meeting, the reports are received and the parties may be invited to speak to their complaint or answer questions. The Board/committee gathers and considers the evidence and/or information and comes to a decision or recommendation.
4. Depending on the delegated powers of the committee either it or the Board as a whole come to solution as a whole to how the Board will respond and/or what action will be taken.
5. The Board's response is communicated to the parties of the concern/complaint in a timely manner. This may be either publicly or confidentially depending on the case.
6. Any of the parties may request the Board to reconsider their decision - however normally for such a reconsideration to take place new information that would have been relevant to the Board's deliberations must be produced. If there is new information produced for a reconsideration this will be treated as a new concern/complaint. If new information is not produced the Board's response will close the concerns/complaints procedure.

# Parent Concern/Complaint Flow Chart

