

Complaints Procedure: Waikino School

Complaints about children and provision for their learning (1)

Step 1: complaints are always made to the relevant class teacher in the first instance to settle complaint through discussion

Step 2: if agreement cannot be reached the matter will be referred to the Principal

Step 3: if there remains no satisfactory solution the matter shall be investigated by the Principal who will make a decision that is final

Complaints about school-wide issues and school management

Step 1: if the complaint is in respect to a particular classroom matter it shall be dealt with as in (1)

Step 2: if the complaint is about a school wide issue then it should be referred to the Principal

Step 3: the matter will be dealt with by the Principal who will, after following the complaints resolution procedure, make a decision that is final

Complaints about parents

Step 1: both parties are encouraged to discuss the issue and resolve it together

Step 2: if agreement cannot be reached the matter should be referred to the Principal

Step 3: if there remains no satisfactory solution the matter shall be determined by the Principal who will make a decision that is final

Complaints about staff

Step 1: both parties are encouraged to discuss the issue and resolve it together

Step 2: if agreement cannot be reached the matter should be referred to the Principal

Step 3: complaints about staff can be expressed directly to the Principal. It is at the discretion of the Principal as to whether step 1 applies

Step 4: the Principal will investigate complaints and determine the final outcome

Complaints about the Principal or a BOT member

Step 1: complaints expressed about the Principal or a BOT member must be made to the Chairperson of the BOT

Step 2: both parties are encouraged to discuss the issue and resolve it together

Step 3: it is at the discretion of the Chairperson as to whether step 2 applies or a delegated member of the Board should the Chairperson be the subject of complaint

Step 4: if agreement cannot be reached a complaints committee of the Board will be constituted to determine the matter. Their decision shall be final.