

COMPLAINTS POLICY

Rationale

To support positive ways of communicating any complaints.

Objectives

- To achieve resolution with positive outcomes.

Procedures

If a parent has a complaint:

- The parent should follow the complaints flowchart for parents.
- The parent will be able to communicate directly with the party concerned, management or visiting teacher.
- Any complaint made to the educator should be noted in the child's daily diary.
- Any complaint to the visiting teacher will be reported in writing to management.
- The party involved would manage the complaint.

If Educators or staff have a complaint about a procedure or another staff member:

- A complaint should be made directly to Management.
- Management would make a decision as to what action to take.
- Feedback will be given to the staff member would depend on the complaint and would be documented in accordance with the staff members Employment Contract.
- A staff member if unsatisfied with the results should follow the terms of their Employment Contract.
- Management will manage complaints from educators or staff.

Complaints of a serious nature:

- Complaints of a serious nature should be always made be in writing.
- The process for managing the complaint will follow the process in the Employment Contract of an employee or the Job Description of the educator.

To make a complaint directly to the Ministry of Education please contact the Local Ministry of Education office at 190 Forth Street, Invercargill. Phone 03 2118000

Approved: Suzanne McNatty

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To be reviewed