



COMPLAINTS PROCEDURE POLICY

Reference:

- ***Te Whāriki (1996):*** Connecting links with family and whānau.
- ***Quality in Action/ Te Mahi Whai Hua (1998):*** Educators should provide opportunities for parents and whānau to feel welcome spend time at the service, discuss concerns and participate in decision-making concerning their child.
- ***Education (ECC) Regulations 1998: 41 (d).***
- ***The Constitution of Te Kaingānui Inc. 1982: Section 4 (c).***

Rationale: The provision of avenues for parents, whānau, teachers or staff on the procedures they are to follow to raise and discuss concerns, and make complaints including any non-compliance with license conditions.

These provisions fit with Te Kaingānui's employee's and management's commitment to ongoing improvement.

There is to be no expectation that an employee, contractor, reliever, parent, committee member or the Chairperson will know that their behaviour is considered inappropriate until the raised with them clearly and directly.

At all times in the process of conflict resolution there will be a commitment to respecting each individual as well as to reaching a positive outcome for all involved.

It is management's responsibility to resolve issues if a resolution cannot be achieved by going through the process outlined below (this step applies to each category i.e. management, teacher's, support staff, relievers, parents, committee member or Chairperson).

If any issue cannot be resolved using any of the below processes then outside mediation (e.g. union mediators etc) can be used.

(1) EMPLOYEE CONFLICT RESOLUTION: (includes long term relievers and Contractors)

- i. Refer to group contract for teamwork and communication as a guide
- ii. Raise issue with person directly concerned first, at an appropriate time, as soon as possible and record the interaction (either in the Team meeting book or in the upstairs diary).
- iii. If unresolved, take the issue to a team meeting for the group to clarify the issues involved and work towards a resolution.
- iv. If there is still no resolution then the Head Teacher will help decide how to work towards a positive resolution.
- v. If still unresolved, it will then pass to management who will work to resolve the issues with the parties concerned.

(2) EMPLOYEE/SHORT TERM RELIEVER CONFLICT RESOLUTION:

- i. Where a conflict arises between an employee and a short-term reliever, e.g. over the handling of a child, the person responsible present in consultation with the teaching team will make the final decision.**
- ii. Where a reliever feels unhappy about any aspect of another team members work, e.g. behaviour management / unrealistic expectations of the reliever by teachers, he/she should follow the guidelines for employee conflict resolution.**
- iii. Short-term relievers can approach the Head Teacher or assistant Head Teacher about attending a meeting.**

(3) PARENT/EMPLOYEE CONFLICT RESOLUTION:

- i. If a parent approaches an employee individually or as a group about a problem with a team member's behaviour or practice or a team member approaches a parent about a problem with their behaviour or practice, then it should be dealt with in a similar way to the employee conflict resolution process.**
- ii. If the conflict remains unresolved after initial discussions with parties involved, the parents will be encouraged to meet with both the employee and the head teacher.**
- iii. If a solution is still not found the parents, team member, employment coordinator and chairperson should all meet.**
- iv. All parties may bring a support person to meetings. (Each party should be informed of this intention).**
- v. The chairperson and employment coordinator will decide how to work towards a resolution from this point on if one has not been found.**

(4) PARENT/ PARENT CONFLICT RESOLUTION:

- i. Try to resolve problem first between concerned parties. If no resolution can be reached, take concerns to the head teacher and the chairperson who may then decide to mediate.**

(5) A COMPLAINT REGARDING A COMMITTEE MEMBER OR THE CHAIRPERSON

- I. Try to resolve the problem between the concerned parties first. If no resolution can be reached, take the concerns to the remaining committee members. Who will elect a representative to mediate on their behalf.**
- II. If the conflict remains after this meeting the elected representative may advise the remaining committee members that an outside mediator may be called in. All parties may bring a support person to any meeting. (each party should be informed of this intention)**
- III. The Constitution of Te Kaingānui will be followed at all times with regard to section 4 memberships: part C; "A member shall cease to be a member if he (she) persists in failing to act in accordance with object(s) of the society. If and when necessary the member shall be warned**

of his (her) failure to so act by an officer of the Society acting on a resolution of the committee: after three such warnings, membership shall be terminated by resolution carried by a general meeting of members”

(6) Employers need to make a mandatory report to the teacher’s council when:

- i. a teacher is dismissed for any reason**
- ii. a teacher resigns from a teaching position if, within the 12 months preceding the resignation, the employer had advised the teacher that it was dissatisfied with, or intended to investigate, any aspect of the teacher’s conduct or competence**
- iii. a teacher ceases to be employed by the employer, and within the following 12 months the employer receives a complaint about the teacher's conduct or competence while he or she was an employee**
- iv. the employer has reason to believe that the teacher has engaged in serious misconduct**
- v. the employer is satisfied that, despite completing competence procedures with the teacher, the teacher has not reached the required competence level**

(7) Anyone not satisfied with the outcome of these processes can contact the Ministry of Education Lower Hutt Office on 463-8699

Ratified

Signed Head Teacher.....

Signed Management Rep.....

Review Date To be reviewed next