304a **Complaints Procedure**

Concern raised with teacher and discussed



Resolved -no further action needed or agreed action to be taken

Unresolved Concern raised with Principal



Resolved -no further action needed or agreed action to be taken

Unresolved -Complaint put in writing to the Board of Trustees Chair



Complaint tabled at BoT Meeting as 'Publically Excluded Business' and discussed.

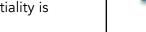
The Board considers all information and comes to a decision or requests further information.



If the correct process has not been followed the Board will direct the complainant back to the teacher or Principal.

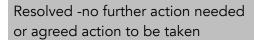


Board response is communicated to the all parties. Confidentiality is maintained.





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.



(Where staff disciplinary action is involved the NZEI Collective agreement procedures and EDUCANZ reporting procedures must be followed)

304a Complaints Procedure

Process for handling complaints against a staff member -NZEI Collective Flow Chart Refer also to EDUCANZ Conduct and Competency Processes and mandatory reporting

