



PAPAKAIO SCHOOL



302 Concerns and Complaints Procedure

PURPOSE

To have problem solving procedures that do everything possible to:

- (a) Deal with issues in a way that protects the mana & dignity of all involved.
- (b) Achieve positive outcomes.
- (c) Promote good home-school communications and relationships.
- (d) Serve the best interests of the child/children.
- (e) Ensure fairness, accuracy and balanced input between home and school.
- (f) Give priority to achieving solutions as soon as practically possible.
- (g) Have follow-up actions to review the effectiveness of outcomes.

Guidelines

INFORMAL LEVEL OF PROBLEM SOLVING

- As a general rule, every effort should be made to resolve problems at an informal level, through two-way discussion.

FOUR STEP PROBLEM SOLVING METHOD

- When resolution is not achieved at an informal level, the four-step problem solving method shall be adopted at every point of reference (Teacher-Principal-Board of Trustees):
 - a) There is discussion between the parties concerned, to describe and reach agreement on the nature of the problem.
 - b) The actions needed to address the problem are agreed upon, those responsible for taking action are identified, and a time-frame is set for the action. A date is agreed for all concerned to jointly review the effectiveness of the action, and to decide on any necessary follow-on actions.
 - c) The problem-solving actions are put in place by those responsible.
 - d) All concerned meet to review the effectiveness of the action. (see (b) above)

A written record is kept in summary form for problems that cannot be resolved at the informal level. The record describes the problem, the actions to be taken, and the review outcomes.

THREE STAGES OF REFERRAL

Stage 1. Teacher

When the concern relates to a particular child or classroom, the initial contact should be with the teacher concerned. Teachers are required to keep the principal informed of parent concerns or complaints, and the agreed actions to resolve them. This will be recorded on the *Complaints and Concerns Form* and lodged with the Principal.

Stage 2. Principal

If the complainant perceives the problem has not been satisfactorily resolved within an agreed time-frame, the matter should be then referred to the Principal.

Stage 3. Board of Trustees

If the problem is not resolved after reference to the Principal, the matter should be referred formally to the Board of Trustees.

RESPONSIBLE CONDUCT

Both parents and teachers are expected to act responsibly when discussing any concerns about the school, whether in public or private, so that children are not exposed to negative views.