



# PAPAKAIO SCHOOL



## 302a Concerns and Complaints Procedure With-in Staff

### **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) Promote effective staff communications and relationships.
- (d) Achieve positive outcomes.
- (e) Staff are expected to act responsibly when discussing any concerns about the school, whether in public or private, so that children or uninvolved adults/parents are not exposed to negative views.

### **PROCEDURES**

#### **1. Step 1 - 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. It is suggested that people check with a critical friend from outside the school, as it is potentially damaging to the process and inter staff relationships if the issues are discussed with other staff members. Where appropriate, frame up a courageous conversation. If you feel unable to do this one to one, approach one of the senior management team to suggest a facilitator.

Consideration should be given to using the Four Step Problem Solving Method.

#### **FOUR STEP PROBLEM SOLVING METHOD**

When resolution is not achieved at an informal level, the four-step problem solving method shall be adopted.

- (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.

#### **2. Step 2 - It may be appropriate to revisit step 1. When this is not working proceed to step 2.**

- Approach the principal or if the issue is with the principal, someone from the management team and explain the issue, what you have done and discuss the support/resolution you would like to explore. The Senior Management person's role is to listen, give advice, investigate and/or intervene as agreed by the staff-member raising the issue.

#### **3. Step 3 - If the above has failed to fix the situation the staff member shall have the right to approach a bot Personnel Representative who will seek advice from STA before proceeding with any action.**

**NOTE** - The concerned staff member has the right to seek advice or support from NZEI at any stage of the process.

Reviewed September 2019