

## Appreciation, Concern or Complaints Process

If you would like to show your appreciation:

Please email the staff member directly or [info@tgc.school.nz](mailto:info@tgc.school.nz) or [principal@tgc.school.nz](mailto:principal@tgc.school.nz) and your appreciation will be passed to the staff member concerned. Thank you.

If you have a concern or a problem:

Step 1 Starting Point	Step 2 (if not resolved after Step 1)	Step 3 (if not resolved after Step 2)	Step 4 (if not resolved after Step 3)
<p>Your <b>concern or problem</b> involves a classroom matter, or a particular staff member.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Your concern or problem does not involve a classroom matter or particular staff member, <b>OR</b> has not been resolved by communicating with the staff member.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Your concern or problem does not involve a classroom matter or a particular staff member, <b>OR</b> has not been resolved by communicating with staff, or the Deputy Principal.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Your concern or problem has not been resolved by communicating with the staff member, DP or the Principal, <b>OR</b> it involves the Principal or Board of Trustees</p> <p>Now you may have a complaint that needs resolving</p> <p><input type="checkbox"/></p>

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Step 1 Starting Point	Step 2 (if not resolved after Step 1)	Step 3 (if not resolved after Step 2)	Step 4 (if not resolved after Step 3)
<p>Talk with the relevant staff member about the issue. Be prepared to listen to their point of view.</p> <p><b>This may require more than one meeting and/or involve the teacher's Head of learning area or the relevant Dean</b></p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Discuss with the <b>DP</b>, be prepared to listen to their point of view, and provide feedback to ensure the problem is settled. The concern may be referred back to the staff member(s) particularly where this process has not been followed to date</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Discuss with the <b>Principal</b>, be prepared to listen to their point of view, and provide feedback to ensure the problem is settled. The concern may be referred back to the staff member(s) or DP particularly where this process has not been followed to date</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p><i>The Presiding Member will need to ensure the correct process has been followed before the board will consider it and may direct you back to the staff member, DP or Principal.</i></p> <p>Your complaint will be acknowledged along with an expected timeframe for resolution. The Board's Process is outlined in 1.5 of its Policy.</p> <p style="text-align: center;"><input type="checkbox"/></p>
<p>Provide feedback to the staff member as to whether you are satisfied or not, to ensure the problem has been heard and settled.</p> <p style="text-align: center;"><input type="checkbox"/></p>			<p>Once the Board has considered and resolved the complaint, the Board will endeavour to convene a followup contact within one month.</p> <p style="text-align: center;"><input type="checkbox"/></p>
<p>Issue resolved?</p> <p>No <input type="checkbox"/> Follow Step 2</p> <p>Yes <input type="checkbox"/></p>	<p>Issue resolved?</p> <p>No <input type="checkbox"/> Follow Step 3</p> <p>Yes <input type="checkbox"/></p>	<p>Issue resolved?</p> <p>No <input type="checkbox"/> Follow Step 4</p> <p>Yes <input type="checkbox"/></p>	<p><b>See 1.5 BOT Complaints Policy</b></p>
No further action required	No further action required	No further action required	No further action required

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### Board of Trustees Complaints Process

Once a letter of complaint has been received the Board Chairperson should ensure the following process is followed:

1. Ensure process has been followed as outlined in Concerns and Problems Procedure OR is a genuine complaint against the Principal or Board.
2. Verify with the Principal that any staff (or others) identified in the complaint are aware of the situation and that there has been a discussion and attempts to reconcile.
3. Acknowledge the letter within 7 days and advise the alleged complainant of the board process OR redirect the complainant to Principal or staff member as appropriate. Report to the Board without names or details at the next meeting.
4. Once confirmed as a complaint, forward confidentially to all trustees for consideration.
5. The Board requests the Principal to present a full written report outlining all actions taken, advice received, meetings held and justified decisions made.
6. Board determines whether the above fully satisfies them of full and fair process; if so, supports the Principal and advises complainants; if not:
  - a. Board meets and discusses **'in committee'**, determines whether to meet the complainant, formally, and delegates responsibility to trustee(s) as deemed appropriate.
  - b. Board delegate(s) meets with the complainant to discuss more fully, verifies, investigates and clarifies. Support persons should be confirmed as welcome to attend, Repeat meetings as required.
  - c. Board delegate(s) report back to the full board and recommend actions/decisions.

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- d. Board takes appropriate actions, records and minutes decisions, formally. If a complaint or action is employment related, or has potential industrial relations implications, The Presiding Member shall alert insurers and NZSTA personnel/industrial advisor.
- e. Board advises the complainant, in writing, of its decision and factors considered in reaching it, **within 21 days** of complaint receipt, unless otherwise agreed by all parties.
- f. Board endeavours to convene a follow-up meeting **within 1 month** of the action/decision stage above.

**A full record of every step will be kept**