

TAURANGA GIRLS' COLLEGE Appreciation or Complaints Process

If you would like to show your appreciation:

Please email the staff member directly or info@tgc.school.nz or 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 concern or problem involves a classroom matter, or a particular staff member.</p> <p>Yes No</p>	<p>Your concern or problem does not involve a classroom matter or particular staff member, OR has not been resolved by communicating with the staff member.</p> <p>Yes No</p>	<p>Your concern or problem does not involve a classroom matter or a particular staff member, OR has not been resolved by communicating with staff, or the Deputy Principal.</p> <p>Yes No</p>	<p>Your concern or problem has not been resolved by communicating with the staff member, DP or the Principal, OR it involves the Principal or Board of Trustees</p> <p>Now you may have a complaint that needs resolving</p>
<p>Contact the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about.</p>	<p>Contact the Principal's PA. Tell her your concern and she will make a time with a Deputy Principal to discuss your concern or problem. Before the discussion, the DP needs to know what the concern is about, and the steps you have taken to remedy it.</p>	<p>Contact the Principal's PA who will make a time with the Principal to discuss your concern or problem. Before the discussion the Principal needs to know what the concern is about, and the steps you have taken to remedy it.</p>	<p>Write to the Board of Trustees, via the bot@tgc.school.nz: outline your complaint in detail, the actions taken to date. Except in exceptional circumstances, the Board will not accept any complaint unless it is in writing and a reasonable attempt has been made to resolve it through this process. Include your name, signature and contact numbers.</p>

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			<i>Correspondence that does not meet these requirements will not be considered by the Board</i>
<p>Talk with the relevant staff member about the issue. Be prepared to listen to their point of view.</p> <p>This may require more than one meeting and/or involve the teacher's Head of learning area or the relevant Dean</p>	<p>Discuss with the DP, be prepared to listen to their point of view, 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>Discuss with the Principal, be prepared to listen to their point of view, 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><i>The Chairperson will need to ensure 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>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>Once the Board has considered and resolved the complaint, the Board will endeavour to convene a followup contact within one month.</p>
<p>Issue resolved?</p> <p>No Follow Step 2</p> <p>Yes</p>	<p>Issue resolved?</p> <p>No Follow Step 3</p> <p>Yes</p>	<p>Issue resolved?</p> <p>No Follow Step 4</p> <p>Yes</p>	<p><i>See 1.5 BOT Complaints Policy</i></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 board process **OR** redirect 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. 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 complainant, formally, and delegates responsibility to trustee(s) as deemed appropriate.
 - b. Board delegate(s) meet with complainant and discusses more fully, verifies, investigates and clarifies. Support persons should be confirmed as welcome to attend, Repeat meeting as required.
 - c. Board delegate(s) report back to full board and recommend actions/decisions.
 - d. Board takes appropriate actions, records and minutes decisions, formally. If complaint or action is employment related, or has potential industrial relations implications, Board Chair shall alert insurers and NZSTA personnel/industrial advisor.
 - e. Board advises 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 action/decision stage above.

KEEP FULL RECORDS OF EVERY STEP