

COMPLAINTS POLICY

School Vision: Developing the Character of God - Academic Excellence

If another believer sins against you go privately and point out the events. If the other person listens and confesses it you have won that person back. But if you are unsuccessful take one or two others with you and go back again so that everything you say may be confirmed by two or three witnesses.

Matthew 18:15-16

Purpose

God clearly identifies in Scripture that where there are problems between people, there is an appropriate format by which problems are to be solved. The school wishes to acknowledge that there are times when conflict will occur, and it wishes to deal with conflict in an appropriate manner. The following procedures are the appropriate means of addressing issues and complaints that arise in the school.

- To provide clear guidelines in the way that complaints should be addressed.
- To ensure that all complaints are given a fair and appropriate hearing.
- To ensure that all grievances are resolved in accordance with school policy and procedures and according to God's word.

Procedures

The procedure to be followed in the event of a complaint being made is summarised in the following stages:

Stage 1: Informal Action

- Parents discuss concerns with the class teacher. If the teacher is unable to deal immediately with the matter, a clear note is made, including complainant's name, phone number and date, and the parent is contacted as soon as the matter has been investigated. The teacher may also consult the principal at this stage.
- The teacher ensures that the parent is clear what action or monitoring of the situation has been agreed.
- If no satisfactory solution has been found, parents are asked if they wish their concern to be considered further.

Stage 2: Referral to the Principal

- The Principal acknowledges the complaint, orally or in writing, within 3 working days
- A meeting is arranged with the complainant to clarify and supplement any information given.
- The Principal investigates further, interviewing witnesses as appropriate. If the complaint centres on a pupil, the pupil would normally be interviewed with a parent present or, if this is not possible, with a member of staff who is not directly involved.

- The Principal keeps written records of meetings, telephone conversations and other documentation.
- Once all relevant facts have been established, the Principal responds. If the complaint was in writing, a written response will be sent.
- If the complainant is not satisfied, they are advised to write to the Board of Trustees
- If the complaint is against the Principal, the Stage 2 procedures are carried out by the Chair of the Board of Trustees. If there is a conflict of interest the Board will elect a Board member to carry out the complaint.

Stage 3: Review by the Governing Body

- The Chair acknowledges receipt of the written complaint, informing the complainant that the complaint is to be heard by a Committee of three members of the School's Governing Body within 20 working days.
- The Chair arranges to convene a Complaints Panel elected from members of the Board of Trustees. The members should have no prior involvement with the complaint and they should elect a Chair for the committee. All relevant documentation regarding the complaint should be given to the members of the committee as soon as possible.
- The Chair of the Committee will write and inform all concerned of the date, time and place of the meeting at least 5 working days in advance. The notification to the complainant should also inform him/her of the right to be accompanied to the meeting by a friend and the right to submit further written evidence. It is the responsibility of the Chair of the Committee to ensure that the meeting is properly minuted. After the meeting, the Committee will consider the evidence and a written decision will be sent to the Principal and the complainant within 15 working days.

FORMULATED BY: Rotorua Seventh-Day Adventist School Board of Trustees

APPROVED: Board Chair, Maraea Van Gent _____

BOT RATIFIED: 2 May 2018

BOT REVIEWED: 10 August 2014
November 2012