

## 2.4 COMMUNITY MADE COMPLAINTS

1. The school has an obligation to make the community aware of and understand clearly all procedures for the handling of complaints.
2. Verbal complaints and matters of concern will be directed to the person/s concerned in the first instance, then the principal and subsequently put in writing to the Board of Trustees if necessary.
3. The Principal or Chairperson may receive a complaint in writing and will direct it to the person involved. The person shall be informed of their right of reply.
4. The person to whom the complaint is against will be given a reasonable time frame in which to reply in writing.
5. Complaint is to be tabled at the next Board meeting if received ten (10) days prior to the meeting. All discussions regarding this matter will be 'in committee'. A special meeting may need to be called if the complaint is urgent and does not coincide with an imminent Board of Trustees meeting
6. While considering any matters of complaints/discipline/competency the appropriate collective employment contract will be considered and a NZSTA Industrial Relations officer may be consulted during any stage of the process.
7. An independent mediator may be used, when there is conflict between Board and staff.
8. An employee must be notified of their right of representation.
9. No matters will be discussed at a meeting unless the correspondence has been tabled and on the agenda prior to the meeting.
10. The Board of Trustees, upon receiving an official serious complaint, shall discuss the complaint at a full or specially called Board meeting using the following procedures,

