

SACRED HEART GIRLS' COLLEGE Compliments, Concerns & Complaints Process

If you would like to show your appreciation:

Please email: hearts@shgcham.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 style="text-align: center;">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 the staff member or their Leader of Learning (Head of Department)</p> <p style="text-align: center;">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 style="text-align: center;">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 the Board of Trustees. Now you may have a complaint...</p> <p style="text-align: center;">↓</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 style="text-align: center;">↓↓↓</p>	<p>Contact the Principal's PA. Tell her your concern and she will direct you to the appropriate Deputy Principal to discuss your concern. Before the discussion, the DP needs to know what the concern is about, and the steps you have taken to remedy it.</p> <p style="text-align: center;">↓↓↓</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 what steps you have taken to remedy it.</p> <p style="text-align: center;">↓↓↓</p>	<p>Write to the Board of Trustees, via the Chairperson: 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. <i>Correspondence that does not meet these requirements will not be considered by the Board</i></p> <p style="text-align: center;">↓↓↓</p>

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<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 Leader of Learning OR the relevant Dean</p> <p style="text-align: center;">↓</p>	<p>Discuss with the DP and be prepared to listen to their point of view. The concern may be referred back to the staff member/s (Step 1) particularly where this process has not been followed to date.</p> <p>This may require more than one meeting and may involve the Leader of Learning or the Dean</p> <p style="text-align: center;">↓</p>	<p>Discuss with the Principal, and be prepared to listen to their point of view. The concern may be referred back to staff member/s or DP (Step 1 or 2) particularly where this process has not been followed to date.</p> <p>This may require more than one meeting and may involve the DP</p> <p style="text-align: center;">↓</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 correspondence will be acknowledged along with an expected timeframe for resolution. The Board's Process is outlined on page 3 of this document.</p> <p style="text-align: center;">↓</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;">↓</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;">↓</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;">↓</p>	<p>Once the Board has considered and resolved the complaint, the Board will endeavour to convene a follow-up contact within one month.</p> <p style="text-align: center;">↓</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>See page 3: BoT Complaints Process</p>
<p>No further action required</p>	<p>No further action required</p>	<p>No further action required</p>	

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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 within 5 days of receiving the complaint:

1. Acknowledge the letter and advise the complainant of Board process.
2. Contact the Principal and/or the complainant to ascertain whether the correct process as outlined in Concerns and Complaints Procedure (page 1-2) **OR** is a genuine complaint against the Principal or Board.
3. 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.
4. If the correct process has not been followed, then redirect the complainant to the Principal or staff member as appropriate. This should be reported to the Board **without names or details** at the next meeting.

If procedure has been followed and/or is a genuine complaint against the Principal or Board then the Chairperson will confirm that it is a complaint and:

5. Forward the complaint confidentially to the trustees on the HR committee for consideration.
6. Request the Principal presents a full written report to the HR committee, outlining all actions taken, advice received, meetings held and justified decisions made.
7. The HR committee will recommend to the Board whether the above fully satisfies them of full and fair process; if the Board agrees the Principal will be supported and the complainants advised in writing of the outcomes; if not:
 - a. The Board will delegate responsibility to the HR committee or a Special Complaints committee to investigate the complaint. This could involve:
 - asking the Principal or other staff for further information relating to the complaint.
 - meeting the complainant and other related persons as deemed appropriate.
 - offering support persons to either parties of the complaint to be in attendance.
 - repeat meetings as required.
 - b. Board delegate(s) report back to full Board and recommend actions/decisions.
 - c. Board takes appropriate actions, records and minutes decisions, formally. If complaint or action is employment related, or has potential industrial relations implications, Board Chairperson shall alert insurers and NZSTA personnel/industrial advisor.
 - d. 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.
 - e. Board endeavours to convene a follow-up meeting **within 1 month** of action/decision stage above.

KEEP FULL RECORDS OF EVERY STEP