



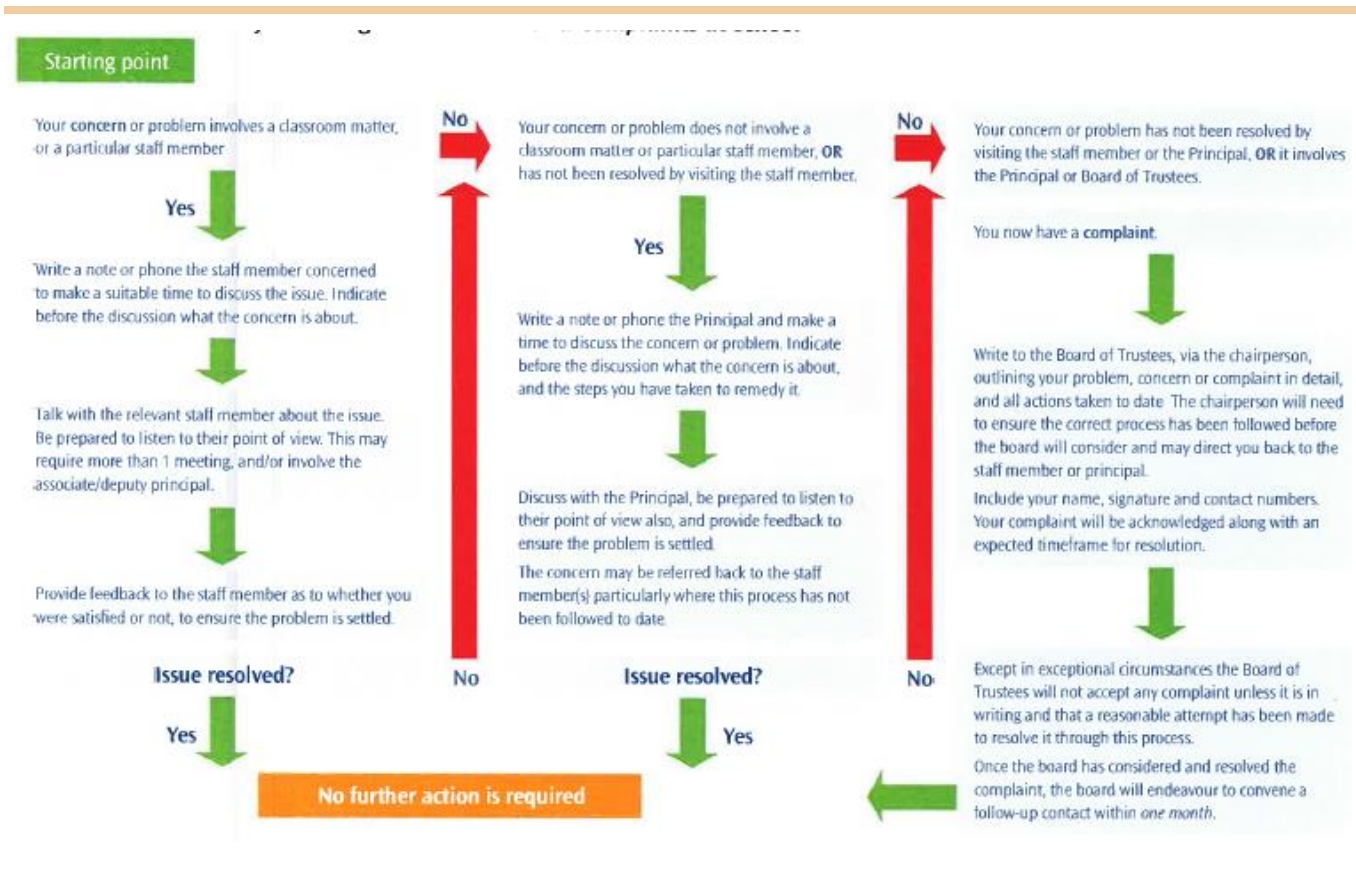
Part 2.1.2 - Governance Processes and Procedures – Concerns and Complaints Process

OTAHUHU INTERMEDIATE SCHOOL

PURPOSE

To ensure a naturally just process and procedures are followed for all parties when concerns and complaints come to the board.

On receiving a concern or complaint the board will seek assurance that the flowchart below has been sensibly followed before then carrying out the Complaints Procedure below



OTAHUHU INTERMEDIATE COMPLAINTS AND PROCEDURES

1. Letter of complaint is acknowledged by the Chairperson and the complainant advised of the next steps in the Board process. The letter becomes part of the correspondence that will be dealt with at the next Board Meeting while the public is excluded
2. Letter is tabled at Board Meeting (with the public excluded) and referred to relevant parties for reporting back to the Board. The Board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the Board
3. At the meeting of the Board/committee the reports are received and the parties may be invited to speak to their complaint or answer questions. The Board/committee considers the evidence and/or information and comes to a decision or recommendation
4. Depending on the delegated powers of the committee either they or the Board as a whole come to a resolution as to how the Board will respond and/or what action will be taken
5. The Board's response is communicated to the parties to the complaint. This may be either publicly or confidentially depending on the case
6. Any of the parties may request the Board to reconsider their decision - however normally for such a reconsideration to take place new information that would have been relevant to the Board's deliberations must be produced

Otahuhu Intermediate School Board Process

Guidelines:

- Issues of a serious matter, **e.g.** allegations of physical abuse, may require a special meeting of the Board to be called.
- All letters addressed to the Chairperson of the Board are for the **whole Board**. The Chairperson cannot decide independently as to what action will be taken unless delegated authority to do so by the Board
- Subject to agreement between the parties resolution or dismissal of the complaint will not occur before all the information is to hand.
- Conflict of interest will be determined on a number of issues, including whether the complaint involves the actions of any Trustee.
- The Board must exercise caution when dealing with complaints regarding staff, particularly in relation to confidentiality and processes to ensure the principles of natural justice are met. It is advisable to contact the regional NZSTA personnel/industrial adviser in such cases. The Board will need to consider the relevant staff disciplinary policies employment contracts, and expert advice from the NZSTA adviser.
- The Board recognises that not all complainants will be satisfied with the outcome of a complaint. After **one** consideration, if the Board is confident of its decision, it will refuse to enter into further discussion/correspondence. In making such a decision the NZSTA helpdesk can assist by giving an objective assessment a Board's processes in dealing with the complaint.
- A complaint regarding lack of compliance in relation to an agreed complaint resolution will be treated as a serious matter and actioned with urgency as a new complaint rather than as a reconsideration of the previous issue.
- Trustees need to be clear in their mind of the difference between a complaint they have as a parent (**i.e.** regarding their own child) and a complaint they have as a Trustee (**e.g.** obstruction of staff preventing them carrying out Board work). In the first instance they are required to follow the normal procedures and are excluded from decision making due

to conflict of interest. The latter case is dealt with as an agenda item for the whole Board (Possibly with the public excluded).

Review Schedule: Triennially

BOT MEETING REVIEWED: 11/06/2024
BOT MEETING APPROVED: 11/06/2024

Chris France
Presiding Member
Date:

