

Thorndon School Complaints and Discipline Procedure

Purposes

1. To ensure that the rights of students, staff and parents/caregivers are protected when complaints arise.
2. To ensure that correct procedures are followed in the event of a complaint against an employee
3. To ensure that every effort is made to resolve the problem at an early level, to the satisfaction of all parties

Procedures

1. Any person with a concerns should make that concern known as soon as possible
2. In the first instance the concern should be raised with the staff member or any other person who is considered to be the origin of the problem.
3. If the complainant is not satisfied with the response from the staff member, or any other person involved, she/he may approach the Principal. It is recognised that it might be difficult for some people to raise issues directly with the person concerned and that it may be appropriate to approach the Principal at an earlier stage.
4. The Principal will investigate the concern, making it known to the staff member or any other person involved, and attempt to resolve the issue by whatever reasonable means, including mediation.
5. If the complainant remains dissatisfied she/he may raise the matter in writing with the Board of Trustees, which will further investigate and attempt to resolve the complaint. If the complaint involves a staff member it will be dealt with in accordance with any applicable employment agreement.
6. Where a complaint involves employee conduct or performance and has the possibility of ending in discipline or dismissal, the Principal will advise the Board at step 3.
7. Where a complaint relates to the performance or conduct of the Principal, complaints may be made directly to the Board Chairperson. It will be investigated by a sub-committee of the Board, which will report back to the whole Board.
8. In the case of employee discipline or dismissal the provisions of the relevant employment agreement apply. Where the employee is not covered by a written agreement, or where the contract contains no alternative provisions, the provisions of the Primary Teachers Collective Employment Agreement shall be deemed to apply.
9. No employee is to be disciplined or dismissed without the agreement of the Board of Trustees. However the Board may delegate powers of discipline to the Principal.
10. If at any point of the procedure the Principal or Board has reason to believe that a criminal offence has been committed, then the Police must be informed.
11. If the school receives a complaint which has the potential to impact financially the school will, as a matter of course, inform its insurers.