

Ficino School Policy and Procedure

Raising a complaint

Rationale

In order to ensure good communication and maintain sound relationships and trust amongst all in the school community, any person who considers that they have cause for concern and wishes to raise a complaint must feel that they are able to do so through a process which is procedurally fair.

Policy Statement

It is the Board of Trustees responsibility that all complaints are dealt with in accordance with the school's values of truthfulness, lawfulness and respect.

Through the following procedure the Board of Trustees intends to:-

1. Ensure that all members of the school community have the opportunity and support to present their complaint without fear of recrimination
2. Have a clear set of procedures for addressing complaints which is fair to all involved
3. Ensure that all complaints are considered seriously and dealt with in a procedurally fair manner.

Procedure

All community members can follow these steps to lodge a complaint:-

Step 1: Informal Resolution

Talk to the Staff Member: Discuss your concern with the relevant staff member involved, such as the teacher, head of department, or administrative staff. In the event of a complaint about another child, the parent should not raise the matter with the child or the other child's parent.

Informal Meeting: If the issue remains unresolved or if you feel uncomfortable speaking directly to the staff member, request an informal meeting with the Deputy Principal. This meeting aims to understand the concern and explore potential solutions. If the complaint remains unresolved then a meeting can be scheduled with the Principal.

Step 2: Formal Complaint

Formal Complaint Submission: If the issue remains unresolved after the informal meeting, or if you are not satisfied with the outcome, or it is a complaint regarding the misconduct of a staff member, you may submit a formal complaint in writing.

Submission Details: Address the written complaint to the Principal (or if the complaint is against the Principal, the Board Chairman). Include specific details such as the nature of the complaint, dates, names of individuals involved, and any previous attempts to resolve the issue informally.

Submit the Complaint: Deliver the written complaint to the school office or send it via email to the principal's personal assistant (admin@ficino.school.nz), or the Board Chairman (chairman@ficino.school.nz) if the complaint is against the Principal.

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Step 3: Review and Response

Acknowledgment: Upon receiving the formal complaint, the school will acknowledge receipt within 5 working days.

Assessment: The school will determine through preliminary inquiries what is the best way to resolve the issue. If it is deemed that the matter is serious then the decision may be made that a formal investigation is required.

Investigation: The school will conduct a thorough investigation into the matter, involving relevant parties and gathering necessary information. The school may use a third party in this process.

Response: A written response outlining the findings and proposed actions to resolve the issue will be provided within a reasonable timeframe after the acknowledgment of the complaint.

Step 4: Further Steps

Appeal Process: If the complainant remains unsatisfied with the school's response, they may request a review by an external party (if this has not already taken place) or appeal to the Board.

Board Appeal: Submit a written appeal to the Board, outlining the reasons for your dissatisfaction and requesting a review of the decision. The Board will then investigate further and provide a final decision in writing.

Notes:

- All complaints will be handled confidentially and with sensitivity.
- It is essential to provide accurate and detailed information to facilitate the resolution process.
- The school is committed to resolving complaints in a timely and fair manner.

Approved by the Board of Trustees on

Signed by Chairman/BoT

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