



## Board of Trustees Complaints Checklist

Once a letter of complaint has been received the Board Chairperson should ensure the following process is followed:

1. Ensure process has been followed as outlined in Concerns and Complaints Procedure **OR** is a genuine complaint against the Principal or Board.
2. 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.
3. Acknowledge letter **within 7 days** and advise board process **OR** redirect complainant to Principal, Specialist Subject Leader (SSL) or staff member as appropriate. report to the Board without names or details at the next meeting.
4. Once confirmed as a complaint forward confidentially to all trustees for consideration.
5. Board requests the Principal to present a full written report outlining all actions taken, advice received, meetings held and justified decisions made.
6. Board determines whether the above fully satisfies them of full and fair process; if so supports the Principal and advises complainants; if not ....
7. Board meets and discusses "in committee", determines whether to formally meet complainant, and delegates responsibility to trustee(s) as deemed appropriate.
8. Board delegate(s) meet with complainant and discusses more fully, verifies, investigates and clarifies. Support persons should be confirmed as welcome to attend, Repeat meeting as required.
9. Board delegate(s) report back to full board and recommend actions / decisions.
10. Board takes appropriate actions, records and formally minutes decisions. If complaint or action is employment related, or has potential industrial relations implications, Board Chair shall alert insurers and NZSTA personnel / industrial advisor.
11. Board advises complainant, in writing, of its decisions and factors considered in reaching, **within 21 days** of complaint receipt, unless otherwise agreed by all parties.
12. Board endeavours to convene a follow-up meeting **within 1 month** of step 9

**\*\* KEEP FULL RECORDS OF EVERY STEP \*\***