

Albany Senior High School Appreciation or Complaints Process

If you would like to show your appreciation:

Please email: info@ashs.school.nz and your appreciation will be passed onto the staff member concerned.

If you have a concern:

Starting Point		Column 2		Column 3
Your concern or problem involves a classroom matter, or a particular staff member Yes ↓ No ➔	➔	Your concern or problem does not involve a classroom matter or particular staff member, OR has not been resolved by visiting the staff member Yes ↓ No ➔	➔	Your concern or problem has not been resolved by visiting the staff member or the Principal, OR it involves the Principal or Board of Trustees You now have a complaint ↓
Email or phone the staff member concerned to make a suitable time to discuss the issue. Indicate before the discussion what the concern is about. ↓	↑	Email or phone the Principal and make a time to discuss the concern or problem. Indicate before the discussion what the concern is about, and the steps you have taken to remedy it ↓	↑	Write to the Board of Trustees, via the chairperson, outlining your problem, concern, or complaint in detail, and all the actions taken to date. The chairperson will need to ensure the correct process has been followed before the board will consider and may direct you back to the staff member or Principal. Include your name, signature and contact numbers. Your complaint will be acknowledged along with an expected timeframe for resolution. ↓
Talk with the relevant staff member about the issue. Be prepared to listen to their point of view. This may require more than 1 meeting and / or involve the specialist subject leader (SSL) ↓	↑	Discuss with the Principal, be prepared to listen to their point of view also, and provide feedback to ensure the problem is settled. The concern may be referred back to the staff member(s) particularly where this process has not been followed to date ↓	↑	Except in exceptional circumstances the Board of Trustees will not accept any complaint unless it is in writing and that a reasonable attempt has been made to resolve it through this process.
Provide feedback to the staff member as to whether you were satisfied or not, to ensure the problem has been heard and settled. ↓	↑	Issue resolved? Yes ↓ No ➔	↑	Once the Board has considered and resolved the complaint, the Board will endeavour to convene a follow-up contact within one month.
Issue resolved? Yes ↓ No ➔	↑	No further action required		
No further action required				

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 ****