



# Allenton School

Together we learn and grow

*Me akotahi hei oranga mō te katoa*



## Guidelines for Informal Complaints

Allenton School has in place clear procedures, which protects the rights of parents, staff, students, and Board of Trustees and ensure that the school's good name is maintained and all will engage in a fair process.

Discussion on any complaints involving pupils or staff should not take place in the presence or hearing of students, unless it is the student making the complaint.

At all times information will be gathered from all parties concerned. All information gathered will be retained in confidence. All parties involved are expected to maintain confidentiality when dealing with a complaint. No anonymous, third party complaints will be investigated.

All parties are entitled to have a support person present at meetings held. Meetings need to be pre-arranged at a time and place that suits all parties to allow a fair process for all.

### These are our guidelines for parents making informal complaints.

1. Discuss the issue with the right person.
2. If the matter is a **general issue**, discuss it with the person concerned or a member of the management team or the Principal.
3. If you have a **complaint about one of our students**, contact the student's class teacher. If the matter is not resolved please refer the complaint to the syndicate leader and if there is still no resolution, refer to the Principal.
4. If you have a **complaint about a staff member**, contact the person involved and discuss the matter. We ask that parents make this direct approach as soon as possible. Be prepared to make a time to discuss your complaint if the staff member is unable to talk with you straight away. Be open to listening to the other side of the story to avoid communication breakdowns.
5. If a **complaint about a staff member** is not resolved after speaking to the person concerned please refer the complaint to the syndicate leader and if there is still no resolution, refer to the Principal.
6. If the matter concerns the **Principal** and you have not first resolved it by discussion, or you feel uncomfortable directly approaching the Principal, contact the Chairperson of the Board of Trustees.
7. If the matter concerns a **board member**, contact the Chairperson of the Board of Trustees, or a board member if it concerns the board chair.
8. If you complain to a **board member**, you will be encouraged to resolve the issue with the guidelines above, and the board member will inform the Principal and board chair.

9. Work towards a resolution. In most cases, constructive discussion will resolve the issue. If you are unhappy with the outcome of your initial meeting, contact the Principal, a member of the management team, or the board chair to discuss further resolution. They will consider and respond to the complaint as appropriate.
10. If an informal meeting does not resolve your concern or complaint, you can make a formal complaint.
11. If a staff member is the complainant (including complaints about colleagues), the same procedure must be followed, commencing with an initial discussion with the people concerned to try to resolve matters.