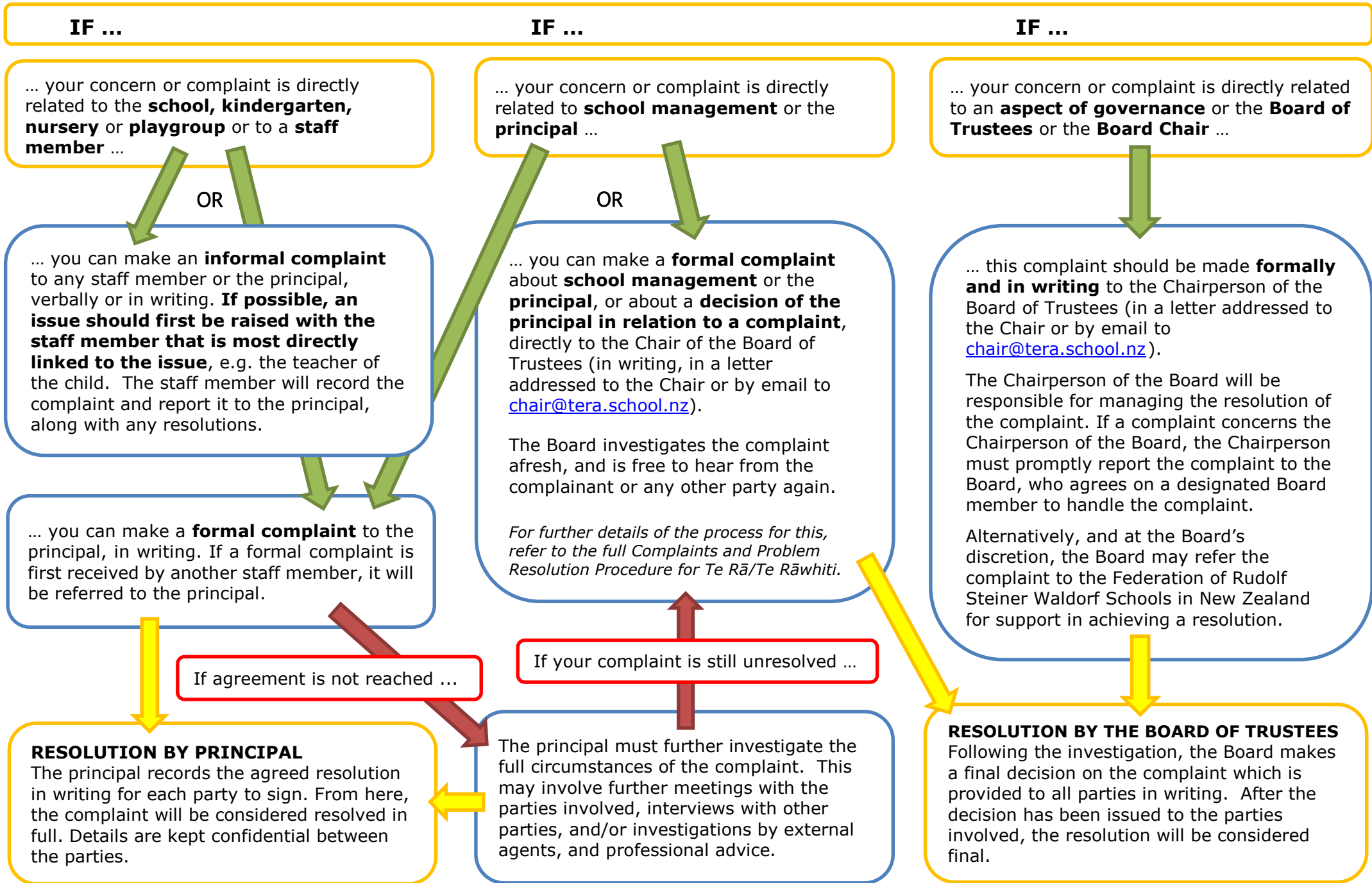


Complaints and Problem Resolution Procedure for Te Rā/Te Rāwhiti



IF ...

IF ...

IF ...

... your concern or complaint is directly related to the **school, kindergarten, nursery or playgroup** or to a **staff member** ...

... your concern or complaint is directly related to **school management** or the **principal** ...

... your concern or complaint is directly related to an **aspect of governance** or the **Board of Trustees** or the **Board Chair** ...

OR

OR

... you can make an **informal complaint** to any staff member or the principal, verbally or in writing. **If possible, an issue should first be raised with the staff member that is most directly linked to the issue**, e.g. the teacher of the child. The staff member will record the complaint and report it to the principal, along with any resolutions.

... you can make a **formal complaint** about **school management** or the **principal**, or about a **decision of the principal in relation to a complaint**, directly to the Chair of the Board of Trustees (in writing, in a letter addressed to the Chair or by email to chair@tera.school.nz).

The Board investigates the complaint afresh, and is free to hear from the complainant or any other party again.

For further details of the process for this, refer to the full Complaints and Problem Resolution Procedure for Te Rā/Te Rāwhiti.

... this complaint should be made **formally and in writing** to the Chairperson of the Board of Trustees (in a letter addressed to the Chair or by email to chair@tera.school.nz).

The Chairperson of the Board will be responsible for managing the resolution of the complaint. If a complaint concerns the Chairperson of the Board, the Chairperson must promptly report the complaint to the Board, who agrees on a designated Board member to handle the complaint.

Alternatively, and at the Board's discretion, the Board may refer the complaint to the Federation of Rudolf Steiner Waldorf Schools in New Zealand for support in achieving a resolution.

... you can make a **formal complaint** to the principal, in writing. If a formal complaint is first received by another staff member, it will be referred to the principal.

For further details of the process for this, refer to the full Complaints and Problem Resolution Procedure for Te Rā/Te Rāwhiti.

If agreement is not reached ...

If your complaint is still unresolved ...

RESOLUTION BY PRINCIPAL

The principal records the agreed resolution in writing for each party to sign. From here, the complaint will be considered resolved in full. Details are kept confidential between the parties.

The principal must further investigate the full circumstances of the complaint. This may involve further meetings with the parties involved, interviews with other parties, and/or investigations by external agents, and professional advice.

RESOLUTION BY THE BOARD OF TRUSTEES

Following the investigation, the Board makes a final decision on the complaint which is provided to all parties in writing. After the decision has been issued to the parties involved, the resolution will be considered final.