

Parents Complaints Policy

Introduction

The concerns of students, parents/whanau, and school community members must be recognised and resolved biblically (Matthew 5:23-25; 18:15-17, James 4:1-3) and in a spirit of natural justice. In particular, Matthew 18:15-17 tells us that if we have a complaint, it first needs to be raised with the person one has a complaint against.

Scope

This policy applies to all parents or guardians of students enrolled in our school.

Purpose

To make a genuine effort to ensure that all complaints are investigated fairly, at the earliest opportunity, in a timely fashion, and in a manner that respects all parties concerned while following the above mentioned Biblical principles.

Stage 1 - Informal resolution

If a parent or guardian is concerned about any aspect of their child's education or experience at school, they should first address the matter with the relevant teacher or staff member.

The staff member will listen to the complaint, investigate as necessary, and aim to provide a resolution or plan of action within five school days.

Stage 2 - Informal resolution with the headteacher

If the complaint is not resolved at the first stage, the parent can raise the matter with the headteacher. If the complaint is about the headteacher, this step can be skipped.

The headteacher will listen to the complaint, investigate as necessary, and aim to provide a resolution or plan of action within five school days.

Stage 3 - Formal Complaint

If the complaint is not resolved at the first two stages, or if it is of a serious nature, parents should put the complaint in writing to the School Principal. This can be done via email: principal@tyndalepark.school.nz. The complaint should detail the nature of the complaint, any steps taken to resolve it informally, and the desired outcome.

The Principal will acknowledge receipt of the complaint within two school days and provide a response within ten school days.

Stage 4 - Appeal to the School Board

If the parent or guardian is unsatisfied with the resolution provided by the Principal, or if the issue is with the principal, the parent may appeal to the School Board. The appeal should be made in writing by emailing chairman@tyndalepark.school.nz and detailing the reason for the appeal. If the appeal is against a resolution provided by the principal, the appeal should be made within five school days of receiving the Principal's response.

The School Board will acknowledge receipt of the appeal within five school days and will aim to provide a resolution within twenty school days.

Support Person

The parent or guardian making the complaint may bring a support person with them during any stage of this complaint process.

The support person will play a passive role in the process. The support person is not a representative. The support person cannot have a conflict of interest.

Failure to follow this policy

For complaints that do not follow the guidelines outlined in our Complaints Policy, the Board may disenrol the family making the complaint.

If complaints about the school are raised with the media or on social media without this process being followed, the Board is likely to disenrol the family.

Record Keeping

A written record of all formal complaints, and their outcome, will be kept by the school for a minimum of three years.

Confidentiality

The school will handle all complaints confidentially, disclosing information only as necessary for the resolution of the complaint. However, in the interests of natural justice, any person included in a complaint must have the opportunity to hear all details about the complaint and be able to reply to it.