

Glendowie School Complaints Procedure

At Glendowie School, we value open communication and strive to address any concerns or complaints promptly and effectively. We understand the importance of resolving issues in a fair and respectful manner. All community members can follow these steps to lodge a complaint:

Step 1: Informal Resolution

Talk to the Staff Member: Discuss your concern with the relevant staff member involved, such as the teacher, principal, or administrative staff.

Informal Meeting: If the issue remains unresolved or if you feel uncomfortable speaking directly to the staff member, request an informal meeting with either of the schools Deputy Principals. This meeting aims to understand the concern and explore potential solutions. If the complaint remains unresolved then a meeting can be scheduled with the Principal.

Step 2: Formal Complaint

Formal Complaint Submission: If the issue remains unresolved after the informal meeting, or if you are not satisfied with the outcome, or it is a complaint regarding the misconduct of a staff member, you may submit a formal complaint in writing.

Submission Details: Address the written complaint to the Principal (or if the complaint is against the Principal, the Presiding Member of the Board). Include specific details such as the nature of the complaint, dates, names of individuals involved, and any previous attempts to resolve the issue informally.

Submit the Complaint: Deliver the written complaint to the school office or send it via email to the Principal (paulc@glendowie.school.nz) or the Board Presiding Member (dr.garbett@gmail.com)

Step 3: Review and Response

Acknowledgment: Upon receiving the formal complaint, the school will acknowledge receipt within 5 working days.

Assessment: The school will determine through preliminary inquiries what is the best way to resolve the issue. If it is deemed that the matter is serious then the decision may be made that a formal investigation is required.

Investigation: The school will conduct a thorough investigation into the matter, involving relevant parties and gathering necessary information. The school may use a third party in

this process.

Response: A written response outlining the findings and proposed actions to resolve the issue will be provided within a reasonable timeframe after the acknowledgment of the complaint.

Step 4: Further Steps

Appeal Process: If the complainant remains unsatisfied with the school's response, they may request a review by an external party (if this has not already taken place) or appeal to the Board.

Board Appeal: Submit a written appeal to the Board, outlining the reasons for your dissatisfaction and requesting a review of the decision. The Board will then investigate further and provide a final decision in writing.

Notes:

- All complaints will be handled confidentially and with sensitivity.
- It is essential to provide accurate and detailed information to facilitate the resolution process.
- The school is committed to resolving complaints in a timely and fair manner.