

## Concerns and Complaints Procedure

Updated: July 2019

This procedure is for parents/whānau and staff members to have a standardised process for raising concerns and complaints. Peace Experiment will take all care to resolve concerns and complaints quickly.

### Concerns

1. In the first instance, concerns and/or complaints are to be raised directly and in private with the person concerned as soon as possible, to prevent the issue escalating. Where possible, concerns will be resolved at this level.
2. Problems will be resolved as far as possible at the informal verbal stage before they become written complaints.
3. Concerns/complaints are handled fairly, reasonably and as quickly as possible.
4. Concerns/complaints are treated confidentially.
5. If needed, make a time in which the concern/complaint can be talked in private. Immediately before or after school is *not* usually a good time.
6. If a person feels unable to raise a concern/complaint with a particular teacher or staff member, they should consider raising it with:

The Principal

Steven Arnold

Board Chair

Mallika Krishnamurthy

7. If a complaint(s) is (are) raised with a/the Board/Council member, it (they) will be referred to the principal who will discuss it with the appropriate person.

### Formal Complaints

If the complaint is not resolved through the above, informal process, a formal complaint can be put in writing to the principal or the chairperson of the Board/Council.

1. The complaint should be written down, giving details of the issue, and of the efforts that have been made to resolve it at the informal level.
2. Mark the letter as confidential and address it to the principal or chairperson of the Board of Trustees/Council if the complaint is about the principal. The complaint will, barring exceptional circumstances, be acknowledged within 24 hours.

3. The principal (or chairperson of the Board) will make a time to discuss the issue with you before deciding what further action should be taken. The complainant can have a support person with them if they wish.
4. The complaint will be investigated, including talking to the person against whom the complaint has been made, and with anyone else involved. Written notes will normally be taken at this time.
5. The principal (or chairperson of the Board) will decide what steps to take as a result of the investigation and will ensure a record of the process is kept.
6. Depending on the nature of the complaint, it may be referred to the Board for consideration and action.
7. The complainant will be kept informed during this process and advised of the outcome in writing.
8. If the outcome does not satisfy the complainant, he or she writes to the Board for a review of the complaint. The review should normally be completed within 1 month of the issue being brought up. If, due to the timing of Board meetings, this is longer, the complainant will be informed.
9. If the complainant is still unsatisfied with the outcome, they may take the issue to the Ministry of Education.