**PROPRIETORS TRUST: HANDLING COMPLAINTS:**

**Complaint Resolved:**

Staff member records complaint and resolution in writing and provides copy to Kindergarten Head Teacher

**Complaint Resolved:**

Decision in writing given to all parties, and copy kept on Trust’s file

**Complaint Resolved:**

Agreed resolution recorded in writing and signed by all parties

**Complaint raised with staff member**

* Complainant discusses complaint with staff member
* Staff member works with complainant to resolve complaint

**Complaint Resolved:**

Agreed resolution recorded in writing and signed by all parties

**No agreed resolution – Head Teacher investigates further**

* May involve further meetings, interviews, and investigation by external agents
* The parent/caregiver of a student involved in a complaint will be informed
* A staff member who is the subject of a complaint is entitled to seek union /legal assistance
* Head Teacher makes decision on resolution of complaint within five working days of results of investigation

**Complaint not resolved / Formal complaint raised with Head Teacher**

* Formal complaints should be made in writing to the Head Teacher using Complaint form
* Head Teacher may convene meeting between parties and support persons
* Where:
1. The complaint concerns Head Teacher, complaint should be made in writing on Complaint form to the Chairperson of Trust
2. The complaint concerns a member of Trust, complaint should be made to Chairperson of Board
3. If complaint concerns Chairperson of Trust, complaint to be handled by designated member of Trust.

**Further steps if complainant dissatisfied with Trust decision**

* Complainant may request matter be referred to Federation of Rudolf Steiner Waldorf Schools in New Zealand
* Complainant may complain to Ombudsman
* Complainant may refer matter to New Zealand Education Council if it concerns a staff member

**Trust investigates complaint afresh**

* Uses best endeavours to contact all persons concerned at first instance, inviting comment on previous decision
* A staff member who is the subject of a complaint is entitled to seek union /legal assistance
* Trust may convene Complaints Committee and/or invite all parties, and support persons, to formal meeting to discuss complaint. May appoint independent mediator
* Trust comes to final decision

**Dissatisfied complainant – complaint referred to Trust**

* Trust acknowledges the complaint in writing to the complainant, setting out procedure for investigation