*Matamata Christian School*

**COMPLAINTS RESOLUTION POLICY**

(Reviewed and approved November 2019)

**Conflict Resolution**

"If your brother sins against you, go to him and show him his fault. But do it privately, just between yourselves. If he listens to you, you have won your brother back. But if he will not listen to you, take one or two other persons with you, so that 'every accusation may be upheld by the testimony of two or more witnesses,' as the scripture says” – Matthew 18:15-16.

**Personal Response**

“Remember this, my dear friends! Everyone must be quick to listen, but slow to speak and slow to become angry” – James 1:19.

“Be kind to one another, tender hearted, forgiving one another, even as God for Christ’s sake has forgiven you” – Ephesians 4:32.

**Rationale:**

A goal of Matamata Christian School is to be the first choice for parents of the Christian community. The school is constantly striving to improve what it does and feedback is an important part of that. Complaints are an opportunity to resolve any issues that may stand in the way of the school achieving its goals. Therefore all who may have a complaint about any part of school life should be encouraged to bring those complaints forward.

**Policy Purpose:**

To provide a clear and Biblical path through which all complaints can be quickly, properly and fairly dealt with.

**Definitions:**

School personnel:

1. Any employees of the school, while involved in any activity that is related to the school
2. Any volunteers, including Board Members, while involved in:
   1. any school activity on the school property
   2. any curriculum related activity (for example; school camps)
   3. any activity where the school children involved are expected to wear school uniform

School operations and activities:

1. any school operation or activity taking place on school property
2. any curriculum related activity (for example; school camps)
3. any activity where the school children are expected to wear school uniform
4. any extracurricular activities carried out under the name of the school

Activities or actions of a Board member:

1. any activities or actions of Board members while carrying out the normal business of the Board
2. **Policy**

All complaints will be responded to:

* + 1. in a fair, consistent and timely manner
  1. in accordance with the Biblical principles noted above
  2. in accordance with the relevant employment contracts, legislation and codes of conduct included in the school’s Charter, Deed of agreement and Constitution

And the process will:

* 1. include the substantiation of complaints
  2. lead to the resolution of complaints
  3. aim to lead to the reconciliation of all those concerned

Complaints regarding school operations, activities and personnel excepting the Principal, are the responsibility of the school Principal who shall implement an appropriate complaints resolution procedure that recognises the principles and purposes of this policy. Such procedure shall provide that in the event that any complaint cannot be resolved then it may be taken to the Board for resolution. In order to hear the complaint, the Board shall utilise its “Procedure for Hearing of Complaints” which is annexed to this policy (Annexure 2).

A complaints register will be maintained recording brief details of the date, nature of the complaint, action taken and by whom, and the resolution result. The register will be maintained by the Principal, and perused by the Board of Trustees Chairperson only, who shall report to the Board on findings if they feel the need to do so. In purpose, the register will provide a tool for self review / collection of feedback, in order to improve what it does to achieve its goals.

Complaints regarding activities or actions of the Principal or Board members are the responsibility of the Board and shall be dealt with through the Boards complaints resolution procedural chart (Annexure1) and if necessary heard according to the “Procedure for Hearing of Complaints” (Annexure 2). Such procedure shall provide that in the event that any complaint cannot be resolved then it may be taken to the Chairperson of the Proprietor Board of Peria Christian Education Incorporated for resolution. In order to hear the complaint, the Proprietor Board shall use the Board of Trustees “Procedure for the Hearing of Complaints”, choosing the complaints resolution committee from amongst its own members.

Signed…………………………………… (Chairman)……………………… (Date)

**Annexure 1**

**Matamata Christian School Board of Trustees**

**Complaints Resolution Procedural Chart**

**Guidance to help you with your complaint.**

Please attempt to resolve your concerns as soon as you are able and if necessary don’t hesitate to bring your concerns to the Board’s attention. Resolving them will help the staff and the BOT to make our school a better place.

Check the Board Complaints Resolution Procedural Summery Flow Chart below to find the best path to resolve your concern.

You ma y bring a support person with you to any meeting. Please note that BOT members are discouraged but not prohibited from acting as support persons. It sometimes helps to jot some things down about your concern.

There is a concern with the actions of the Chairperson of the BOT, a BOT member or the Principal

An appointment is made with the person concerned or a letter written to be discussed with that person.

Can the issue be resolved by discussion with the person concerned.

Yes

No

Complaint resolved?

Yes with further action

Yes

An appointment is made to discuss with the Chairperson or a letter is written to be discussed.

Complaint resolved?

Yes

Yes with further action

No

No further action required

Has the action been successful and/or the problem has not resurfaced.

Yes

No further action required

No

Can the issue be resolved by discussion with BOT Chairperson.

No

No further action required

Has the action been successful and/or the problem has not resurfaced.

No

Yes

No further action required

Yes

No

An appointment is made with the MCS Association Proprietor Board Chairperson to discuss the matter. In order for complaints to be resolved by the MCS Executive Committee using the BOT procedure for the hearing of complaints, they must be made in writing.

**Annexure 2**

**Matamata Christian School Board of Trustees Procedure for the**

**Hearing of Complaints**

1. Letter of complaint received and Complaints Resolution Committee formed.

If a normal meeting of the Board is not scheduled within 21 days of receipt of the complaint, the Chairperson convenes a special meeting of the Board within 21 days to consider the complaint. The letter of complaint is tabled **“in committee”** and any person with a conflict of interest withdraws. A Complaints Resolution Committee is appointed from the remaining Board members, which may include all of those remaining, and authority is delegated to both hear the complaint and either come to a resolution or bring a recommendation to the Board for resolution. At this time the Complaints Resolution Committee elects a chairperson whose responsibility is to convene and chair a meeting at which all relevant information is presented and parties (if any) are heard. Such a meeting is to be within 21 days of the appointment of the Complaints Resolution Committee.

2. Complaint heard.

The Complaints Resolution Committee meets **“in committee”** at the appointed time and hears all relevant information. Invited parties may be heard or answer questions. The Complaints Resolution Committee considers all evidence and information and comes to a resolution, or if required, a recommendation to be taken to the Board for confirmation. If a recommendation is to be taken to a full Board for resolution, then such a recommendation shall be considered by the Board and resolution made within 21 days of the complaint hearing.

3. Resolution published. Complaints Resolution Committee disbanded

The Boards resolution shall be communicated to the parties to the complaint within 7 days of resolution. This may be either public or private depending on the nature of the complaint. At this point the Complaints Resolution Committee is disbanded.

4. Appeal for reconsideration of decision

Any of the parties may request the board to reconsider their decision. However normally for such a reconsideration to take place, new information that would have been relevant to the Boards deliberations must be produced. Such request must be made to the Chairperson of the Complaints Resolution Committee within 21 days of the resolution being published. The decision to reconsider is made by the Chairperson of the Board, or if the complaint is about them, then the Chairperson of the MCS Association Executive on the recommendation of the Chairperson of the Complaints Resolution Committee. Any such reconsideration shall be considered under this procedure for the hearing of complaints.