



## SCOTS COLLEGE – PROCEDURE FOR CONCERNS/COMPLAINTS

To ensure the best educational outcomes for students and facilitate confidence in College processes, it is important that the concerns of students, staff, parents and members of the College community are recognised and resolved in an appropriate manner.

### **Procedure for Concerns by Parents and Students**

#### **For Students**

As a first step, students are encouraged to talk directly to the teacher concerned if they have an issue. They should approach the teacher at a suitable time (e.g. at the end of the lesson) or make an appointment. Often, dealing with an issue in this manner as soon as it occurs, results in a much easier, quicker solution. If after this meeting and discussion the concern is not resolved, students should approach either their House Dean (if the matter is pastoral), or the head of department of the applicable subject area (if it is a classroom or subject matter).

#### **For Parents**

##### **Classroom Issues**

- (i) If parents are concerned about a classroom matter, the first step should be to contact the teacher and discuss the matter with her/him. The most efficient way of doing this is to phone the College (388 0850) and ask for the teacher, or e-mail the teacher (please refer to our website <https://www.scotscollege.school.nz/contacts-directory/> for the e-mail address). Teachers are unlikely to be available to answer calls, since they will normally be teaching, but a message can be left on their individual answering system asking them to return the call. It is a good idea to indicate in your message, briefly what you would like to speak to them about. Please also remember your name and contact details.
- (ii) Teachers will, wherever possible, return calls and/or respond to e-mails by the end of the next working day. Please remember that during College vacation time, the teacher may not be available through these channels and it may be better to wait until the College re-opens.
- (iii) If the response provided via this method does not fully address your concerns, parents may wish to take the matter further by making a formal complaint (see attached Appendix 1).

##### **Other Concerns**

If there is a concern about a matter which does not involve a particular teacher, you may phone or e-mail to one of the following (College Reception can give you names and contact details if you need them):

1. Your child's House/Syndicate Dean
2. The Head of Department of the subject concerned
3. The Guidance Counsellor
4. An appropriate member of senior management in the relevant school

## **College Support Staff**

If there is a concern with a member of the College Support/Administration staff, this should be discussed with them in the first instance. Should the concern not be rectified to your satisfaction, or you feel the matter is of a more serious nature, then your first point of contact is the Human Resources Manager. In some instances, the Human Resources Manager may refer you to another senior manager who is most appropriate in regards to the concern and the staff member involved. If the response provided via this method does not fully address your concerns, you may wish to take the matter further by making a formal complaint (see attached Appendix 1).

## **APPENDIX 1**

### **Procedure for Making a Formal Complaint**

If you have raised your concern through one of the above channels but are not satisfied with the College's initial response, or there is a serious matter you wish to discuss, you may wish to make a formal complaint as set out below:

1. Detail your complaint in writing (e-mail is fine). Include details of efforts that have been made to resolve the matter, along with your name and contact phone number.
2. Address your written complaint to the Principal of the school in the applicable area of the College (Prep, Middle or Senior), the Human Resources Manager if the matter involves Administration/Support Staff, or the Assistant Principal Co-curricular if it involves a director of a sporting code. These senior managers will in turn, notify the Headmaster.
3. If the complaint is about a School Principal or Senior Manager, it should be raised with that person first, and then directed to the Headmaster.
4. A complaint about the Headmaster should be raised with the Headmaster in the first instance, then passed on to the Board Chair.
5. When the complaint is received, you will be contacted by the appropriate person (as above) to discuss the matter. If the matter requires a meeting, you may bring another person with you when you discuss the complaint, if you wish.
6. The complaint will be appropriately investigated by talking to the person about whom the complaint has been made and interviewing anybody else who may have an involvement or important input. Written statements will normally be taken.
7. The investigating manager will decide what steps will be taken as a result of the investigation and will ensure that a record of the process is kept. The manager will keep the Headmaster informed as to the actions taken.
8. You will be informed of the outcome of the investigation, although depending on the situation, not all details will necessarily be disclosed.
9. Depending on the nature of the complaint, the Headmaster may refer the matter to the Board of Governors, but this is at his discretion. Complaints are not to be referred directly to the Board by any other person.
10. Your complaint will generally be treated in confidence. However, in the interests of natural justice any persons included in a complaint must have the opportunity to hear all details about the complaint and reply to it. They may be accompanied by a support person during discussion of the complaint if they wish.