

FORDELL SCHOOL

Concerns Policy

INTRODUCTION

The Fordell School Board have clear procedures to enable parents/caregivers, staff and the wider school community to address concerns. We encourage open communication and prefer that any concerns or issues are directly discussed and talked through.

PURPOSE

Concerns will be dealt with in a way that improves relationships and enables the school to create the optimum learning environment for students and staff.

GUIDELINES

We have guidelines and procedures in place to ensure that concerns are handled appropriately. Our procedures enable us to:

- Maintain a safe environment for our students and staff.
- Treat all people fairly, transparently, and with dignity and respect.
- Ensure those involved have the opportunity to be heard.
- Respond to feedback and concerns constructively.
- Deal with concerns fairly, effectively, and in a timely manner.
- Take into account individual situations.
- Maintain confidentiality.
- Preserve and enhance Fordell School and community relationships.
- Monitor and record concerns about student safety and well-being.

Most concerns can be resolved informally through discussions with the people concerned. Fordell School also has a procedure for making a formal complaint if informal discussion does not resolve the issue.

We will be able to manage concerns more effectively if they are raised with the school promptly.

PROCEDURE FOR RAISING CONCERNS

1. Discuss the issue/concern with the right person.
 - If you have a general concern about the school or a programme, discuss it with the teacher/staff member involved.
 - If you have a particular concern about a person/staff member or a school activity, contact the staff member in-charge to discuss the matter privately. We ask that you make this direct approach as soon as possible. Please make a time to discuss your concern if the staff member involved is unable to talk with you straight away. Be open to listening to the other side of the story to avoid communication breakdowns.
 - If you do not wish to approach the staff member involved, contact the Principal to discuss your concern. The Principal will communicate with the person involved.
 - If you have a concern about your own child or one of the other students first contact the student's class teacher to discuss the matter.

If your concern relates to another student, you must NOT approach that student or their family directly.

- If you have a concern about another parent, caregiver, or member of the Fordell School community on a school related matter, raise this with the Principal.
- If the matter concerns the Principal and you have not first resolved it by discussion, contact the Fordell School Board Chairperson/Presiding Member.

- If the matter concerns a Fordell School Board member, contact the Board Chairperson/Presiding Member, or Principal if it concerns the Board Chairperson/Presiding Member.

If you approach a Fordell Board member with your concerns you will be directed to follow the above process. It is not the Board Member's position to deal with concerns.

2. Work towards a resolution.

- In most cases, constructive discussion will resolve your concerns.

If you are unhappy with the outcome of your initial meeting, contact the Principal or the Fordell School Board Chairperson/Presiding Member to discuss further resolution.

If this process does not resolve your concern, you can make a formal complaint.

RECORD KEEPING

Fordell School keeps a register of concerns and complaints. This includes employment related matters. Generally, only concerns and complaints that come to the attention of the Principal or Board are recorded. This includes documenting concern or complaint, conversations, steps for resolution, dates of contact with anyone involved (including external agencies), actions taken (including reasons), and follow-ups needed.

Any recorded information is stored securely and confidentially and only staff who need to access the register as part of their role are permitted access. The register is monitored and updated by the Principal or their delegate. The Board reviews the register annually (without names) to analyse any patterns or identify measures that could be taken to ensure the school is a safe environment and is operating effectively.

Information is held securely for the appropriate length of time in accordance with School Records Retention and Disposal.

CONCLUSION

Concerns will be addressed as they arise and as a result of discussion differences will be reconciled, keeping all parties informed of outcomes.

Supporting Policies and Documentation

- Concerns and Complaints Flowchart Process
- Formal Complaints Policy
- Privacy Policy
- New Zealand School Boards Association: Handling Complaints Effectively
- MOE Educational Leaders: Dealing with Complaints
- MOE: Managing Complaints

Last Internal Review:		Term 3 2025 (2 yearly review)	
Signed by Fordell School Chairperson/Presiding Member			
<i>Approval: When the Fordell School Board of Trustees approved this Policy, it agreed that no variations of this Policy or amendments to it could be made, except with the majority approval of the Fordell School Board of Trustees.</i>			
Policy Type	Personnel Health and Safety	Next Scheduled Review:	Term 3 2027

Fordell School's Concerns and Complaints Process Flowchart

Most concerns can be resolved informally by discussions with the people concerned. This flowchart aligns with Fordell Schools Concerns and Complaints Policies and procedures.

