
Macleans College - POLICIES & DIRECTIVES

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Communication and Complaints Classroom Practice

- 1 Students/parents are able to contact Heads of Faculties (HOFs), whanau house leaders or the Senior Management Team (SMT) at any time regarding student wellbeing or academic progress. (See separate policy for matters of sexual abuse and/or harassment).
- 2 All correspondence will be treated in the strictest confidence.
- 3 Initial inquiries will take place through the HOF, whanau house leader or SMT, and the staff member involved must be consulted.
- 4 A brief verbal and/or written report back is made to the parent/student outlining the circumstances as investigated by the school above.
- 5 If the communication or concern is less serious and not in writing, and the student/parent are in agreement the school will give the staff member advice and guidance through the school's staff development-programme.

Here the teacher may work with the HOF/house leader to address the concern. The HOF will monitor the teacher's performance.

The Principal or Deputy Principal will keep in regular contact with the HOF/house leader during the period of performance review.

- 6 All steps of the inquiry will be documented and filed.
- 7 Any student is entitled to ongoing counselling on request.
- 8a All formal complaints must be in writing and addressed to the Principal.
- 8b If the complaint is one of serious breach of competence or discipline the guidelines in the Policy – Staff Conduct and Discipline are to be followed.

OTHER RELEVANT DOCUMENTATION:

- Secondary Teachers Collective Employment Contract