



NEW PLYMOUTH BOYS' HIGH SCHOOL

TE KURA TAMATĀNE O NGĀMOTU

Title	COMPLAINTS - STAFF CONDUCT AND DISCIPLINE
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Section	Staff
Written By	BOT Policy Committee
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Associated Policies	
Associated Procedures	

RATIONALE :

The individual concerns of all staff and students need to be recognised and the wider interests of both the school and community protected and enhanced. Concerns related to students either by staff or other students are dealt with in the school's discipline and guidance procedures. All complainants and staff have a right to fair, non-threatening treatment. The school environment should be such that parents, staff and students feel able to come forward with concerns and know all matters will be dealt with fairly and in the strictest confidence.

PURPOSE :

1. To ensure the safety of the complainant and that the rights and dignity of employees are given full consideration.
2. To ensure that in the case of a complaint against an employee, action is guided by the relevant employment agreement and principles of natural justice.
3. To ensure that communication and consultation with families take place wherever possible and appropriate.
4. To provide clear guidance to management in respect of any allegations received and how to deal with these in fair and appropriate ways.



GUIDELINES :

Complaints of a general nature:

1. All complaints will be taken seriously. Complaints against staff should identify the relevant issues at the centre of the complaint.
2. Complaints will be referred in the first instance to the appropriate area of management - eg - complaints about the Headmaster would be referred to the Board of Trustees; middle and senior management to the Headmaster; curriculum teaching to the Deputy Headmaster - Education.

Complaints in respect of bullying:

3. Staff with a complaint against staff of bullying of staff
 - a. If a formal complaint is to be made by one staff member about bullying by another in relation to a staff member (including him or herself), then the following may be approached in confidence:
 - PPTA Counsellor
 - Guidance Counsellor
 - HOF or Dean or House Masters
 - Branch Officer of NZPPTA
 - Headmaster or Deputy Headmaster(s) or Assistant Headmaster(s)
 - Chairperson of Board of Trustees
 - A trusted colleague
 - b. A committee, of not more than three, to be formed by the Headmaster and Deputy Headmaster - Education, is to be drawn from:
 - School Counsellor, Hostel Matron, Executive Officer, Female Office Staff Member, Male and Female Teaching Staff Members.

This committee will deal specifically with such a complaint so that the person initially handling the complaint should pass it on to that committee. The committee shall have the power to set its own procedure, to investigate complaints and to mediate a resolution. If the problem cannot be resolved, then the complainant should be referred to the Executive Committee of the Board of Trustees who will ensure that appropriate action is taken.

- c. Should a committee have to be formed to investigate such a complaint, the Headmaster should be advised of the result of the committee's deliberations.
4. Staff with a complaint against staff of bullying of a student
 - a. The staff member wishing to make the complaint should report it to a Teacher/ Deputy Headmaster / Assistant Headmaster / Dean / Counsellor / Health Visitor / Hostel Matron / Director of Boarding / Hostel House Masters. If after investigation the complaint is deemed to be just, the Deputy Headmaster / Assistant Headmaster / Dean will report then to the Headmaster who will ensure that appropriate action is taken.
 - b. At the stage at which a serious complaint is initially verified the staff member must be informed and offered the opportunity to attend any hearing and the parents of the student must also be informed.
 - c. Where it is deemed appropriate by the Headmaster and parents, the Guidance Counsellor should be informed.
 - d. Visitors should make a complaint directly to the Headmaster.

Complaints in respect of sexual harassment:

5.
 - a. If a formal complaint is to be made by one staff member about another, then the following may be approached in confidence :



- PPTA Counsellor
 - Guidance Counsellor
 - HOF or Dean or Housemasters
 - Branch Officer of NZPPTA
 - Headmaster or Deputy Headmaster or Assistant Headmaster
 - Chairperson of Board of Trustees
 - A trusted colleague.
- b. A committee, of not more than three to be formed by the Sexual Harassment Officer, to be drawn from :
 School Counsellor, Hostel Matron, female office staff member, male and female teaching staff members shall be formed to deal specifically with such complaints, so that the person initially handling the complaint should pass it on to that committee.
 Such a committee shall have the power to set its own procedure, to investigate complaints and mediate a resolution. If the problem cannot be resolved, then the complainant should be referred to the Executive Committee of the Board of Trustees who will ensure that appropriate action is taken.
- c. Should a committee have to be formed to investigate such a complaint, the Headmaster shall be advised of the result of the committee's deliberations.
6. The following principles shall apply in all the proceedings:
- a. Where appropriate there will be early consultation with all parties concerned.
 - b. Guidance and support will be available to staff and students when necessary.
 - c. If a complaint is to become the subject of formal disciplinary investigation then this shall be conducted in accordance with relevant employment contract provisions and natural justice.
 - d. Confidentiality must be maintained by all people involved in a complaint, mediation or investigation.
 - e. No person is to exert pressure on any person making a complaint to withdraw it. The action of having made a complaint cannot be held against that person in the future.
 - f. Records from the stage of mediation must be kept, by the Headmaster only, of all discussions, interviews, meetings, etc, and be read and signed by the people involved.
 - g. Complainants will be kept informed of the outcome of any investigation by the person in charge of the investigation.
 - h. Police and/or other outside agencies should only be involved after consultation with parents/caregivers.

