



## Procedure for Complaints Against Staff

### Introduction:

It is in the best interests of staff, parents, management and children that complaints against staff are handled in a professional manner. It is our aim to handle these matters in a fair and equitable manner which:

- Protects the staff's good name and professional standing
  - Maintains a climate within which staff can work confidently
  - Ensures appropriate action to resolve concerns
  - Is consistent and open so that whatever the complaint, staff know how it will be dealt with
  - Recognises and supports all cultures including Māori and Pacific Island staff.
1. When a complaint is lodged discussion will take place between Owner, Team Leader and the staff member concerned. Ideally the matter will be resolved at this stage without a need to take the matter any further.
  2. Any resulting resolution must be recorded on a suitable Teachers Council Mandatory Report Form. It must be signed by both parties and placed in the staff member's file that is kept by the employer. This file will be kept in a secure place with restricted access. The staff member concerned will have open access to this information.
  3. Should the matter not be resolved with a satisfactory outcome after this discussion, the complaint will need to be put in writing, to management.
  4. If the complaint concerns an employee's competence, i.e. their skill or the quality of their professional practice support will be given to ensure a plan is developed and followed to improve practice. If the plan is not followed and competency is still a concern further action will take place.
  5. If the complaint concerns a lack of self control or unprofessional behaviour on the part of the employee, then a disciplinary procedure will be followed. This is outlined in each staff member's contract.