

Teacher & Parent Concerns or Complaints Regarding Student Behaviour and Well-being

Updated January 2024

This procedure is mandatory. If any step is missed by a parent, caregiver, or teacher, the Principal or Board Chair will redirect them back to the procedure. Following the procedure correctly is crucial for addressing issues according to KingsGate Policy. All meetings within this procedure will be minuted for transparency and accountability.

Procedure:

- **A.** In all cases, caregiver concerns regarding the behaviour or well-being of a child must start with a meeting between the caregiver and their child's whānau teacher. Caregivers must email their child's whānau teacher, stating within the email the following information.
 - 1) Their child's name
 - 2) The date of the incident or issue or focus of the concern.
 - 3) A summary of what they believe has occurred or is occurring
 - 4) A request to meet with their child's whānau teacher
- **B.** Upon receiving this email, the whānau teacher will confirm a date and time for a meeting with the caregiver.
- **C.** In Meeting 1, the teacher and caregiver will discuss the issue together and devise a plan for a solution. This plan will incorporate implementing solutions both in the LIFEspace and at home. After an agreed-upon timeframe, a follow-up meeting will be held to assess the solution's effectiveness. The meeting will be minuted.
- **D.** In Meeting 2, the teacher and caregiver will evaluate the plan's effectiveness. If the issue has been resolved, the meeting will end, and the resolution of the issue will be noted in the meeting minutes. However, if the problem persists, they will adjust the plan, set a new timeframe, and schedule a review date.
- **E1 .Primary (2024):** In Meeting 3, if the issue persists and no agreement can be reached regarding amendments to the plan, then the Deputy Principal and Senco will enter the discussion to help resolve the issue. Together with the teacher and caregiver, they will work on creating a new plan or modifying the existing one to fit both home and school settings. They will set a timeframe for a follow-up meeting to evaluate the plan's success.
E2: Junior High (2024): In Meeting 3, if the issue persists and no agreement can be reached regarding amendments to the plan, the Junior High Operations Management Unit Holder and SENCO will enter the discussion to help resolve the issue. Together with the teacher and caregiver, they will work on creating a new plan

or modifying the existing one to fit both home and school settings. They will set a timeframe for a follow-up meeting to evaluate the plan's success.

- **F.** During Meeting 4, the teacher, caregiver, and relevant staff (as per the previous step) will gather to evaluate the plan's effectiveness. If the issue has been resolved, this will be noted in the meeting minutes. If they determine that the issue has not been resolved, the school Principal will be required to enter the discussion. Using the information gathered, a plan is established, and a timeframe is set for another meeting to assess its success.
- **G.** A final meeting with the teacher, caregiver, Deputy Principal, Senco, and Principal will evaluate the plan's effectiveness. If the issue has been resolved, this will be noted in the meeting minutes. If unresolved, the Principal will notify the KingsGate School Presiding Member in writing, and the Board will engage in the appropriate process to find a resolution according to the school's governance. Staff and caregivers will abide by any board decision and directives,