



KINGSGATE SCHOOL

To know, to love, to serve. Kia mohio, ki te aroha, ki te mahi.

Procedure for Teacher and Parent Concerns or Complaints Regarding Student Behaviour and Wellbeing

Note 1: The term "caregiver" in this document refers to parents, legal guardians, or any other party that has legal oversight of a child's education at KingsGate School.

Note 2: Upon enrolling students into KingsGate School, caregivers are made aware that their child's education is in partnership with the school. Therefore, working towards the elimination of concerns or complaints about behaviour or well-being requires both parties to work together.

Note 3: As Christians, all interactions between caregivers, teachers and students must be embraced and guided by the Spirit's fruits (Galatians 5: 22-23). Meetings will not occur unless all parties can work together in respectful unity.

This procedure must be adhered to. If a parent, caregiver or teacher purposefully or inadvertently misses a step within the process, the Principal or Board Chair will not take the matter any further but will direct said person back to the procedure. Only if this procedure is followed correctly will an issue be able to be dealt with appropriately as per KingsGate Policy.

First Contact: The teacher or caregiver makes contact with the respective related party, advising them of the nature of the concern or complaint. A time is mutually agreed upon for a meeting to discuss the issue further.

Meeting one: The teacher and caregiver discuss the issue raised. The outcome of this meeting will include the following.

- A plan that is designed to rectify the issue. The plan must contain both classroom and home pathways for the resolution of the issue)
- A timeframe that states when the teacher and caregiver will meet again to discuss the plan's success. The timeframe must be of such length that the teacher can effectively implement the plan in the classroom and the caregiver at home.

Meeting two: The teacher and caregiver will meet at the previously agreed time to discuss the plan's effectiveness. At this point, the issue will either be considered resolved or the plan will be extended. After discussion, both parties may agree that the plan either

- requires more time to be effective, in which case an extension will be agreed upon and a review date set.
- requires minor changes to be more successful, in which case the changes shall be noted, an extension given, and a review date set.

After the plan extension has concluded, the issue will either be

- resolved (the plan can be removed, but home and school will still carefully monitor the situation) or
- the issue will remain unresolved, in which case the Deputy Principal and Senco's input into the plan will be required.

Meeting Three: If the issue remains unresolved and considered changes to the plan for its better effectiveness cannot mutually be agreed upon by the teacher or caregiver, then Deputy Principal and Senco will be notified and incorporated into the resolution process. In conjunction with the parent and teacher, the Deputy and Senco will discuss and agree upon the following.

- A plan that addresses alternative or modified strategies at both home and school to resolve the issue.
- A time frame that states when the teacher, caregiver, Deputy Principal and Senco will meet to discuss the plan's success. This must be of such length that the plan can be effectively implemented at home and at school.

Meeting Four: The teacher, caregiver, Deputy Principal and Senco will meet at the mutually agreed upon time and will discuss the effectiveness of the plan. The caregiver, teacher, Deputy Principal and Senco have two options at this point.

- The issue will be mutually considered resolved (the plan can be removed, but home and school will still carefully monitor the situation) or
- The issue will remain unresolved, in which case the school Principal will be incorporated into the process and will map out a final plan to resolve the issue based upon all the information gathered from previous attempts. A time frame that states when the teacher, caregiver, Deputy Principal and Senco will meet to discuss the plan's success. This must be of such length that the plan can be effectively implemented at home and at school.

Final Meeting: The teacher, caregiver, Deputy Principal, Senco and Principal will meet at the mutually agreed upon time and will discuss the effectiveness of the plan. At this time, all parties have two options available to them

- The issue will either be considered resolved, in which case the plan can be removed, but home and school will still carefully monitor the situation, or
- The issue will remain unresolved. If this is the outcome of the final meeting, it is at this point the KingsGate School Presiding Member will be notified in writing of the situation by the teacher, caregiver, Deputy Principal, Senco and the Principal. The Board will then follow their own procedures in regard to rectifying the issue. The Board will communicate with all parties throughout the process as determined by the Board's procedures