



Complaints Procedure – Baines School

Any complaints or concerns related to school life should be directed to the Principal in the first instance, or to her staff if she is not available. The only time a BOT member should be approached is if the Principal has already been approached or if there is a concern regarding the Principal.

Be assured, that as the Governing board we will hear from the school staff any complaints or concerns raised by community members. However if you have any strategic suggestions please feel free to approach any Board member or staff member. It is our school, one we can be proud of and we are always open to ways to improve our school.

School BOT's are a strange animal. By Government regulation we are charged with the governance of the school, whilst by public choice (voting) we are charged with bringing community concerns and wishes to the oversight of the school.

So, what is governance?. It is the strategic oversight and planning required to ensure that the various Government acts, and Ministry of Education requirements are met. In a small school such as ours this is not a "hands off" thing as with bigger schools with management systems and people in place. We cannot help but get involved in some of the day-to-day stuff of school. The actual day-to-day management of the school rests with the Principal and she is required to report to the BOT any matters that concern the strategic plans.

We as a Board do not know, nor are we required to know every detail of daily school life. That is why we employ our principal and her support staff. Our teaching staff are very approachable, so please do not hesitate to talk to them about any concerns you may have.