



Kia ora koutou,

Well, we are about to get term 2 underway in this very unusual time of lockdown. I would like to start this Board of Trustee newsletter with several 'thank you's'.

Firstly to the Clive School staff for the way they calmly and efficiently moved to level 4. The children were reassured and provided with learning resources before complete lockdown took hold. This preparation has set the scene for the time ahead when we continue learning from home.

Thank you to parents and caregivers for the support you have given to the school and the learning that is being offered. Your positive endorsement sends really affirming messages to your children and helps reduce their worry and anxiety.

The children need big ups too. One of the biggest gains from the school environment is the face to face social interaction that takes place. Being apart from friends and away from the school environment and all it offers is tough. Well done to the children for doing the best that they can. Each day will be different and some will be less productive than others, that is ok.

I would like to acknowledge the community for supporting the school through the wonderful activities that have helped entertain children. Amazing bear and easter egg hunts have been taking place among school and non school families. The community have also respected that the school grounds are closed and have kept away.

Lastly, thank you to the Board of Trustees. These people are just parents working as hard as they can to govern the school. Responding to the government and the Ministry of Education while keeping the lens strongly focussed on Clive School's needs has been a massive challenge. Trustees have worked closely and collaboratively with each other and in partnership with the school, particularly with the Senior Management Team. This has resulted in mitigating and managing risks and keeping people as safe as possible.

Thank you everyone – you are all an important part of the Clive school TEAM.

Last week the Board of Trustees carried out their scheduled April meeting via an online platform, and the school governance work has continued as planned. As part of that meeting trustees reviewed and updated the Complaints Procedure. Reviewing the Complaints procedure is part of the Board of Trustee Triennial Plan and happens every three years in April. The Complaints procedure is displayed on the next page for your reference.

Keep safe in your bubbles everyone and be kind to yourselves – just ok is fantastic

Kirsty Jones

Chairperson (on behalf of The Board of Trustees)

Clive School Complaints Procedure 2020

This procedure involves 4 stages:

Stage One: Complainant discusses the complaint with the teacher concerned.

Stage Two: When complaint is unresolved, or it is regarding the teacher, then the complainant discusses the complaint with the Principal. (Principal may seek external guidance.)

Stage Three: When complaint is unresolved, or it is regarding the Principal/Board member, then the complainant will forward their complaint in writing to the Board of Trustees. (Board may seek external guidance.)

Stage Four: When a complaint is unresolved, the complainant will be advised to refer their complaint to the Ministry of Education.

- At stages two, three and four, a written record detailing the complaint and any actions taken will be kept on a confidential file. Additional information will be added to the written record if the complaint goes through more than one stage.
- All parties to a complaint may bring a support person to any meeting where the complaint is to be discussed.
- The person who is the subject of the complaint must be made aware of the complaint as soon as possible. Details of the complaint must be provided, and this person will be given an opportunity to comment.
- If the complaint is about the conduct/actions of the Principal, Staff Representative or any other Board member, that person cannot be part of the investigating committee for this complaint.