

COMPLAINT FORM



EDUCATION COUNCIL
NEW ZEALAND | Matatū Aotearoa

It is expected that the first point of contact for any complaint will be the teacher's employer.

You must complete all sections of this form in order to submit your complaint. There are eight steps to complete. Before you complete this form, please ensure you have read the Conduct and Competence Process Guide and have all of the mandatory documents and information prepared. You cannot submit an incomplete complaint form.

You must provide your name and contact details when filling out a complaint form. To save the document when using adobe reader select **File** then **Save As...**

Copies of the complaint form and any documents you provide to the Council will be provided to the teacher you are complaining about.

If you want to complain about more than one teacher, please complete one complaint form for each teacher about whom you wish to complain.

If you have any questions or require assistance in completing this form, please phone the Council on 04 471 0852 or email conduct@educationcouncil.org.nz.

The Complaints Assessment Committee (CAC) is unlikely to consider a complaint that is frivolous or vexatious.

Once the form has been completed, please email it to conduct@educationcouncil.org.nz or send to the following address:

The Manager Teacher Practice
Education Council Aotearoa New Zealand
PO Box 5326
WELLINGTON 6145

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Details of the teacher you are complaining about Enter the details of the teacher.

Teacher's full name

Former/alternative name

Registration No.

School/centre name

School/centre address

Teacher's address
(if known)

Date of Birth (if known)

Current Employer

Home

Mobile

Work

Email

Your relationship to teacher
e.g. parent of student

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Your personal details (the complainant) Details of the person making this complaint. Please provide your full name and contact details.

You must provide your full name and contact details. These details are to include your address.

Our preference is to correspond to you by email. Please note that the subject of your complaint will be advised who has made the complaint.

Surname

First name

Title

Address (if known)

Home

Mobile

Work

Email

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Details of the complaint Please provide details of the complaint.



If extra space is required, please attach extra sheets to the back of this form.
Make sure to mark clearly which step these refer to.

In the space below please:

- Give the date(s) on which the complaint arose.
- State what your particular complaints are (e.g. conduct of the teacher, quality of the teaching, character of the teacher).
- Describe the complaint (e.g. what happened, where it happened, who was involved).
- Describe the result of the teacher's behaviour.

Further information – Witnesses Further information on the complaint based on witness reports.

If extra space is required, please attach extra sheets to the back of this form.
Make sure to mark clearly which step these refer to.

Please try to obtain witness approval before naming them below.

If any other people can provide information about the complaint, please provide their names, contact details and what information they may be able to provide.

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Further information – Documents Please attach any further information.



If extra space is required, please attach extra sheets to the back of this form.
Make sure to mark clearly which step these refer to.

Attach copies of any documents you think are relevant to your complaint (e.g. emails, letters, school work, statements from witnesses or other people involved). If you cannot provide the documents, please provide details of who has access to the documents, their contact details and what information they may be able to provide.

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Further information – Investigation by the employer Further information on the employer investigation.



If extra space is required, please attach extra sheets to the back of this form.
Make sure to mark clearly which step these refer to.
You must provide copies of all correspondence with the school that is relevant to this complaint.

If you have referred this complaint to the teacher's employer (e.g. board of trustees), what was the outcome of the complaint? If you have not referred this complaint to the teacher's employer, what were your reasons for not doing so? The Education Council Aotearoa New Zealand encourages resolution of issues through the school and Board of Trustees. It is a legal requirement that complaints are first referred to a teacher's employer, unless there are exceptional circumstances.

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Further information – Outcome Please specify the outcome you wish to achieve by making this complaint.



If extra space is required, please attach extra sheets to the back of this form.
Make sure to mark clearly which step these refer to.

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Declaration

Please tick

I understand that the teacher will be notified of the complaint and will be made aware of my name.

I understand that the Education Council Aotearoa New Zealand sends a copy of all the information that is received about a teacher to him or her in accordance with the rules of natural justice and the Privacy Act 1993.

To the best of my knowledge, all information I am providing is correct and accurate.

Please sign your Declaration:

Signature

Date

Full name