

E. COMMUNITY LINKS

E01. Community Partnership Policies and Procedures

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1. COMMUNITY PARTNERSHIP POLICIES

POLICY

E01A. RGHS will maintain open and reciprocal relations with its school community.

PROCEDURES

E01A The Principal will ensure that open relationships are maintained with the community.

- Maintain an open and welcoming atmosphere in the school.
- Ensure that consultation with the community is regular, non-threatening and demonstrates respect and support for all the cultures represented in the community.
- Ensure that all school programmes encourage respect for others in the school community and the wider community.
- Ensure that full, clear and concise information regarding the School's Mission, policies and programmes is available to the community through the Charter, written policies and a Prospectus.
- Prepare and publicise an annual report of the school's achievements.
- Establish a publicity group (including the Principal) to ensure that local media receive publicity material and opinion pieces regularly.
- Actively seek assistance from parents and caregivers, community groups and specialised agencies.
- Encourage the use of the school and its facilities by members of the community and community groups.

Where appropriate parents / caregivers will be given the opportunity to be involved in the evaluation of programmes.

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POLICY

E01B RGHS will ensure that visitors to the school do not impact adversely on school routines.

PROCEDURES

E01B The Principal will establish guidelines for all visitors to the school.

- All visitors should report to the front office where they sign in electronically, and information relating to the school, including the fact that the school is a Smoke free zone. All visitors need to register in the Visitor's Log Book at the main reception upon arrival.
- Regular contractors are advised in writing of the requirement to report to the front office.
- Where contractors are working in the school on a defined and fenced site, that site becomes the contractors' site.
- Contractors working at the school will be advised of any particular hazards and safety requirements.
- Where contractors are engaged in general maintenance, as far as possible, their work will not intrude on the privacy of staff or students.
- Students are advised to not initiate contact with contractors and vice versa.
- Students are advised to treat all visitors to classes with respect.
- Where caregivers are asking to take their daughters out of school, the receptionist will first check for any legal requirements through a Deputy Principal or it is marked Signposted on KAMAR.
- Outside providers wishing to have an appointment with a student are required to work with the guidance counsellor, Year Level Dean or a Deputy Principal or School Nurse
- Centralise procedure for all students leaving the school grounds is either through the main reception or the Wellness Centre where they will be issued with a Leave Pass.
- When a student is unwell the parent or caregiver will be phoned via the Wellness Centre where arrangements are made for the safe pick up.
- Students returning to school are required to report to the main reception.

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POLICY

E01C RGHS will report to its community and to parents / caregivers on student progress and capabilities.

PROCEDURES

E01C The Principal will establish and publish how the school will report student progress.

- All teachers keep accurate records which can be collated to provide appropriate information.
- **Reporting** will take a variety of forms, e.g. telephoning, visiting, letters, meetings, formal school reports, and academic planning
- When teachers have serious concerns about a students progress these will be reported to parents promptly.
- All parents will have an opportunity to discuss their daughter's progress informally before the end of Term I.
- Information provided in reports will be as specific as possible and indicate the student's performance in relation to expected outcomes.
- Teachers will inform students of their progress as a regular, ongoing part of teaching programmes.
- Relevant information regarding students' achievement will be communicated in a timely manner to New Zealand Qualifications Authority.

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- **The Prospectus** will state the nature of the school and its community, the aims of the school and its formal and informal curriculum as outlined in the school charter
- The prospectus will be presented in an attractive and informative manner to encourage readability and comprehension.
- The prospectus will clearly state the rules and regulations of the school to ensure that the mutual responsibilities of parents, students and school are understood.
- The prospectus will provide an enrolment form and statement of the General Activity Fee.
- The prospectus will be updated annually and be distributed to prospective students.
- Course fees are listed in the Curriculum Guide.
- The Marketing budget will finance the print and supply of the school prospectus each year.

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- Each year the Board of Trustees will budget for the production of a quality **magazine**.
- The magazine will be funded from the School Donation Fee and by sponsorship from local firms.
- Each year a staff / student committee will be set up to produce the magazine and gain sponsorship.
- Copies of the magazine will be provided to those places required by law and to all sponsors.



- A review of the role of the magazine will be made annually.
The ultimate responsibility for the school magazine should be with the staff member/s who co-ordinate the operation.
- The Principal will have an overview before the magazine goes to the printer.
- A Management Unit will be allocated to magazine coordinator.

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- Two **prize-giving** ceremonies, Senior and Junior will be held annually.
- Junior Prize-giving will include a Junior Graduation Diploma for Year 10 students; Senior Graduation will be held as a separate function (dinner) for Year 13 students and whanau together with staff and the Board of Trustees; and Year 9 Foundation Certificate of Educational Achievement
- The ceremonies will be formal occasions recognising the multi-cultural nature of the school.
- Academic, cultural, leadership, sporting and other co-curricular achievements will be recognised and honoured.
- All students will be encouraged to attend their ceremony.
- Caregivers and members of the wider community will be invited to attend.
- The Board of Trustees will be invited to attend and a trustee, in his/her capacity as a representative of caregivers, will have the opportunity to address the students and staff.
- A budget will allow for the expenses of prize-giving.
- In addition to the two prizegiving ceremonies, a Sports, Arts and Cultural Prizegiving is also held to acknowledge student achievements

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POLICY

E01D RGHS ensure that any complaints are managed in an efficient and effective manner

PROCEDURES

E01D The Principal will implement the Board policy regarding complaints and other requests from the community.

Complaints

- The school will ensure that any complaints are dealt with as soon as possible in accordance with procedures that are fair and equitable to all parties whilst ensuring that natural justice occurs.
- Any complaint received from a parent, student, staff member, trustee or member of the public should be promptly referred to the HOF, Dean, or Deputy Principal, and/or Principal, depending on the nature of the complaint. The complainant should be advised of the receipt of the complaint.
- If the complaint cannot be readily resolved the Principal should be informed and the complainant(s) should be asked to present the complaint, in writing, to the Principal.
- When a written complaint is received, the Principal will follow one of the following, depending on the nature of the complaint.
 - establish the facts of the complaint with all parties and resolve the situation to everyone's satisfaction. No further action.
 - inform the Board Chairman of the nature of the complaint and then establish the facts of the complaint. The matter may then be referred to the Board for resolution. The complainant shall be entitled to bring support to any meeting
- If a complaint is not resolved by the Principal, or if the complainant(s) is dissatisfied with the outcome of the Principal's investigation into a complaint, the complainant(s) will be invited to meet with Board representatives to air the complaint and subsequently to be informed of the results of the Board's investigation. Whether or not the invitation is accepted, the Board will decide either that the complaint cannot be sustained and action cannot be justified or that action is to be taken. The Board will communicate to the complainant(s) in writing.
 - All written and verbal communications with the complainant(s) should be recorded and filed.
 - All decisions should be communicated to the complainant(s) in writing.

Official Requests for Information

- School Boards must give reasonable assistance to an applicant who makes a request for official information. The Board has 20 days to decide whether to grant the request. If the Board does not give a decision within 20 days, that is deemed to be a refusal. The Official Information Act 1982, enables participation in decision making by providing proper access to official information. The Act states that such information must be made available **unless** there is a good reason for withholding it.



- The Board is required to provide information relating to internal policies and decisions. If the Board refuses to provide the information the applicant can make a complaint to the Office of the Ombudsman. The Ombudsman can require the school to produce any documents or information relating to the investigation. It has powers of entry and there are offences for obstruction.
- When in receipt of a request for information under the Official Information Act the Board should contact the NZSTA Help Desk for specific assistance. The Board should also consult the Office of the Ombudsman Good Practice Guides – *The OIA and School Boards of Trustees*.
- It is important to note that a request by an applicant for personal information about themselves is covered by the Privacy Act, however a parent requesting information about their child is covered by the Official Information Act.

EXTRACT FROM SCHEDULE J BOT GOVERNANCE POLICIES P22

