



COMPLAINTS POLICY

Rationale:

Complaints will be dealt with promptly in a fair and consistent manner and in accordance with the relevant employment contracts, legislation, regulations, policies and codes of conduct.

Due to the unpredictable nature of concerns and complaints and the variety of circumstances that may surround them, it is impossible to provide a single comprehensive management plan. The following guidelines show possible steps to address complaints and to resolve concerns within the School and the Hostel.

Definition of a Complaint:

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the school and may be communicated verbally (in person or by phone), by e-mail or in writing to the relevant person.

Purposes:

1. To provide a procedure for complaints to be communicated to the appropriate person.
2. To ensure that complaints are investigated fairly and in a timely manner.
3. To make sure that complaints are, wherever possible resolved and that relationships are repaired.
4. To maintain confidentiality and the rights of the individual.

Guidelines:

- 1.1 The nature of the complaint will generally determine who the complaint is to be referred to in the first instance. *Refer to the relevant flow chart.*
- 1.2 Complaints of a serious nature that require an investigation and/or include allegations about a third party must be in writing and directed to the Principal.
- 1.3 Complaints about the Principal that are not resolved must be directed in writing to the Chairman of the Board of Trustees.
- 1.4 Complaints relating to the Hostel will be dealt with in the first instance by a matron and/or the Hostel Manager.
- 1.5 Complaints about the Hostel Manager that are not resolved must be directed in writing to the Principal.
- 1.6 To avoid a possible conflict of interest complaints brought by Board of Trustee members or their immediate families are to be addressed to the Principal.
- 2.1 A complainant who requires action that involves a third party must be prepared to be identified and have allegations made in writing read by the person who is the subject of the complaint.
- 2.2 The complaint will be directed to the person/s involved as soon as practicable and that person/s will be given the opportunity to respond.
- 2.3 A complaint should be responded to within 48 hours and a resolution affected within five working days. The person managing the complaint will inform the complainant

of what will happen and how long it will take. If an investigation is taking longer than expected the complainant will be informed. The complainant will be informed of the outcome of a complaint.

- 2.4 Parents/caregivers of students must be contacted and informed at the outset of an investigation into a complaint of a serious nature involving their daughter. The student will have the right to appropriate adult support and advocacy.
- 3.1 Any proposed steps to achieve resolution will be discussed with the parties concerned.
- 3.2 A facilitated meeting of the parties involved and/or a process of mediation will be given first consideration in addressing concerns and complaints. Notes of meetings will be signed by the parties concerned and copies will be given to them.
- 3.3 Where appropriate outside mediation may be sought from organisations such as NZSTA, PPTA, NZEI...
- 3.4 The relevant terms and conditions of employment agreements will be adhered to when addressing employment related complaints.
- 3.5 Staff will be given the opportunity to seek advice and to have a support person with them at any stage during an investigation.
- 4.1 Confidentiality and the rights of the individual will be respected at all times and other parties will be informed at the Principal's discretion on a "need to know" basis.
- 4.2 Documentation will be initiated at the outset and maintained throughout the process. These will be in confidential storage. Documents relating to students will generally be held by the Dean and placed on the student's file. The Principal will hold documents relating to staff and issues of a serious nature.
- 4.3 The Principal will inform the Board of Trustees of complaints of a serious nature and the outcome.
- 4.4 Maintaining the mana and dignity of the parties involved will be paramount.
- 4.5 If the complainant is not satisfied with the outcome they have the right of appeal to a higher authority within seven days. (*Refer to the relevant flowchart*).
- 4.6 If having exhausted the schools appeal process a staff member remains unsatisfied with the manner in which the complaint has been dealt with then s/he can initiate proceedings under the Employment Relations Act 2000.

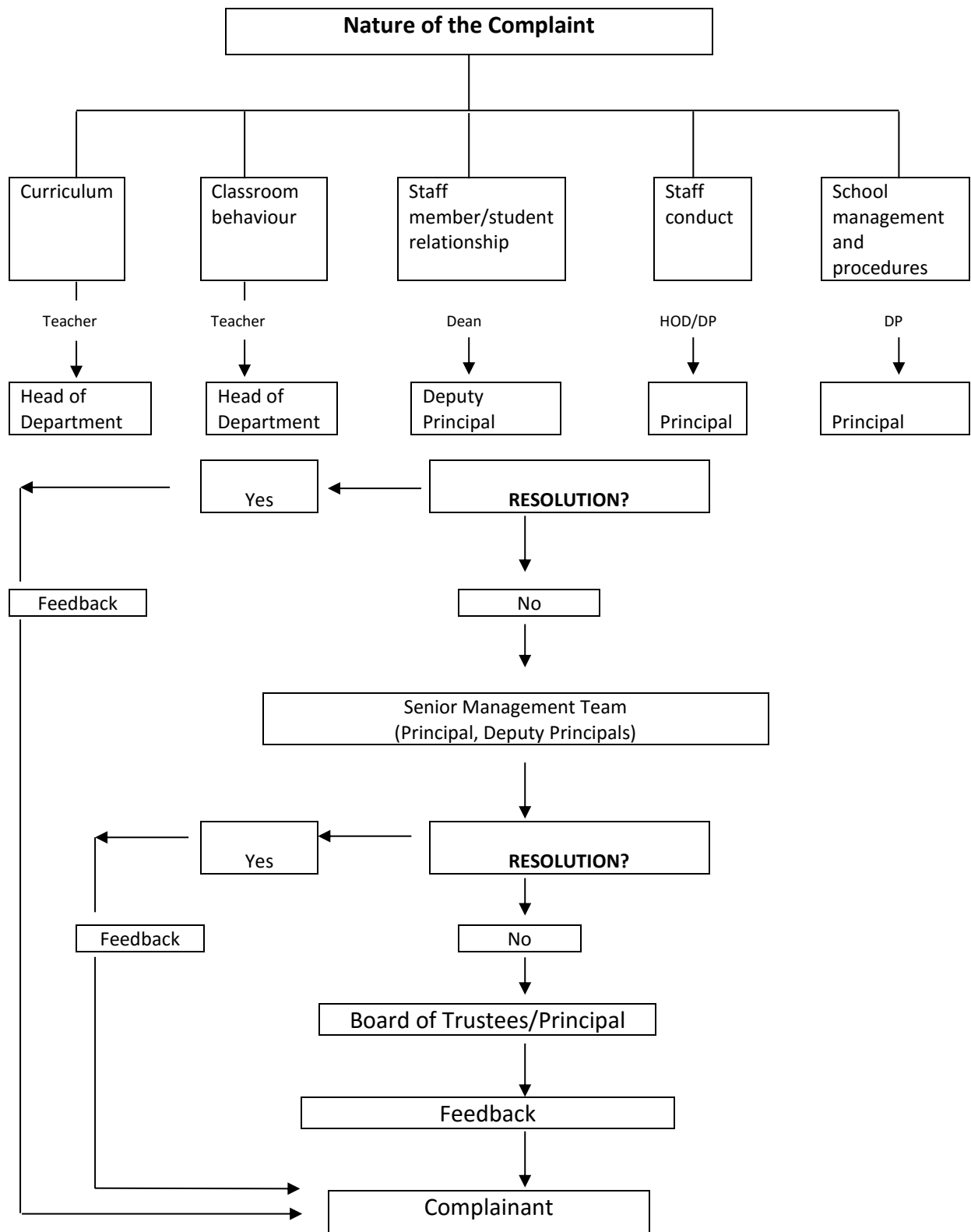
Signed:

Date Signed:

Date of Ratification: December 2017

Next Review Date: 2020

FLOW CHART of the PROCEDURE for DEALING WITH COMPLAINTS (School)



FLOWCHART of the PROCEDURE for dealing with COMPLAINTS (Hostel)

