



SCOTLANDS HOSTEL

NAG 3

Policy No. 3.3b

COMPLAINTS POLICY and PROCEDURES

Concerns and 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. All parties involved will be made aware of the processes available to them.

Guidelines:

The overriding concern will be to address and resolve complaints fairly and in a timely manner whilst protecting the interests of all parties.

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 procedures show possible steps to address complaints and resolve concerns.

Who to Refer to:

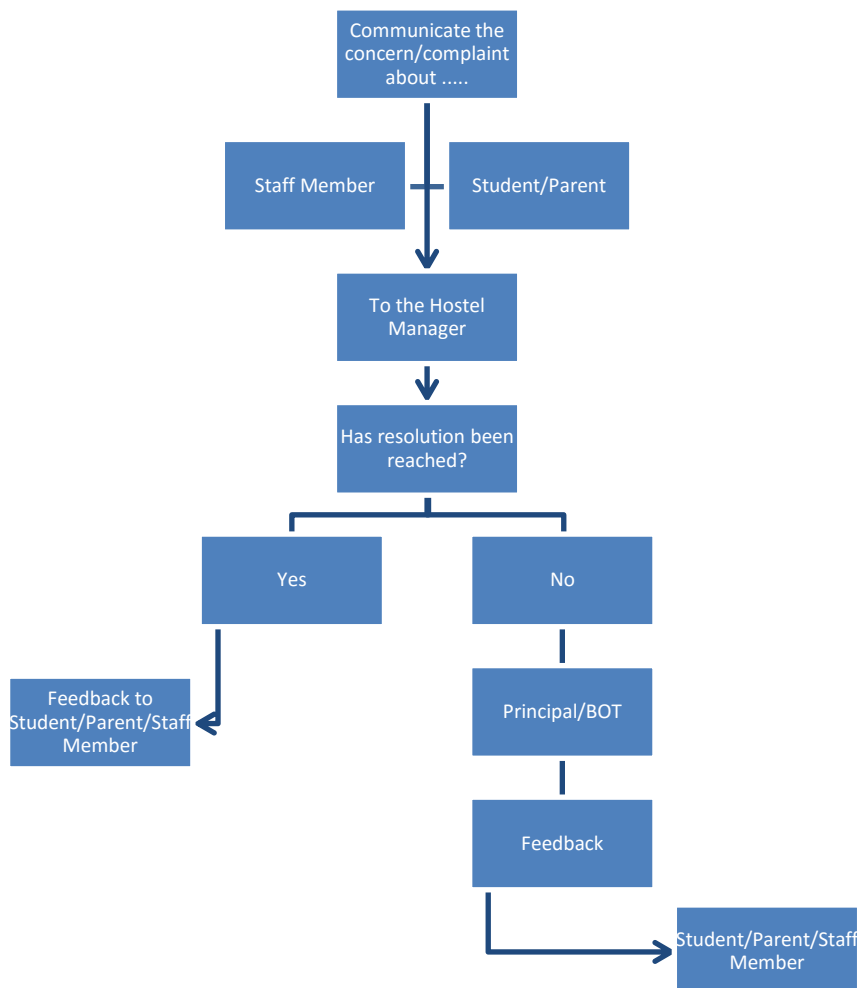
- All complaints will be notified to the Principal within 24 hours of the complaint.
- Complaints from students will be dealt with by a matron and/or the Hostel Manager and/or Principal.
- The Hostel Manager will deal in the first instance with complaints received from parents and she will notify the Principal.
- Complaints about hostel staff are to be referred to the Hostel Manager who will deal with the complaint in the first instance and notify the Principal.
- Complaints about the Hostel Manager are to be referred to the Principal who will deal with the complaint in the first instance and will notify the Chairman of the Board of Trustees.
- Complaints about the Principal are to be referred to the Chairman, New Plymouth Girls' High School Board of Trustees.

Procedures:

- Complaints and concerns may be expressed in writing or made in person in the first instance.
- A complainant who requires action to be taken must be prepared to be identified and the complaint must be in writing.
- A written complaint will be shown to the person concerned and they will be given right of reply.
- 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.
- The person managing the process will keep the parties informed throughout the process and any proposed steps to achieve a resolution will be discussed with the parties concerned.

- Documentation will be initiated at the outset and maintained in a confidential file throughout the process.
- Minutes of meetings with both parties will be signed by the parties concerned and copies will be given to them.
- A complaint should be responded to within 48 hours and a resolution affected within five working days.
- Staff have the right to representation and to seek advice from their professional association.
- Other parties may be informed of the concern/complaint on a “need to know basis” at the discretion of the person who is managing the process.
- Should a complaint remain unresolved or if the complainant wishes to appeal they must do so in writing to the line manager within seven days.

Flow Chart of the Procedure for Dealing with a Concern or Complaint



Signed:

Date Signed:

Date of Ratification: December 2017

Next Review Date: 2020