

## **Complaints Procedure**

### **Rationale**

It is important that the school responds to complaints in a fair and consistent manner and provides members of the school community with procedures to follow. Outside agencies will be asked for advice in any situation where the Board is unsure how to resolve the issue in accordance with the relevant employment contracts, legislation and the schools code of conduct.

### **Procedure Statement**

The procedure is to:

1. Ensure consistency when dealing with complaints
2. Deal with complaints in line with set procedures such as Collective Agreements (*any relevant contract / agreement*)
3. Put in place corrective or disciplinary action where this is deemed appropriate
4. Safeguard the rights of both complainants and of staff or students involved

### **Policy Guidelines**

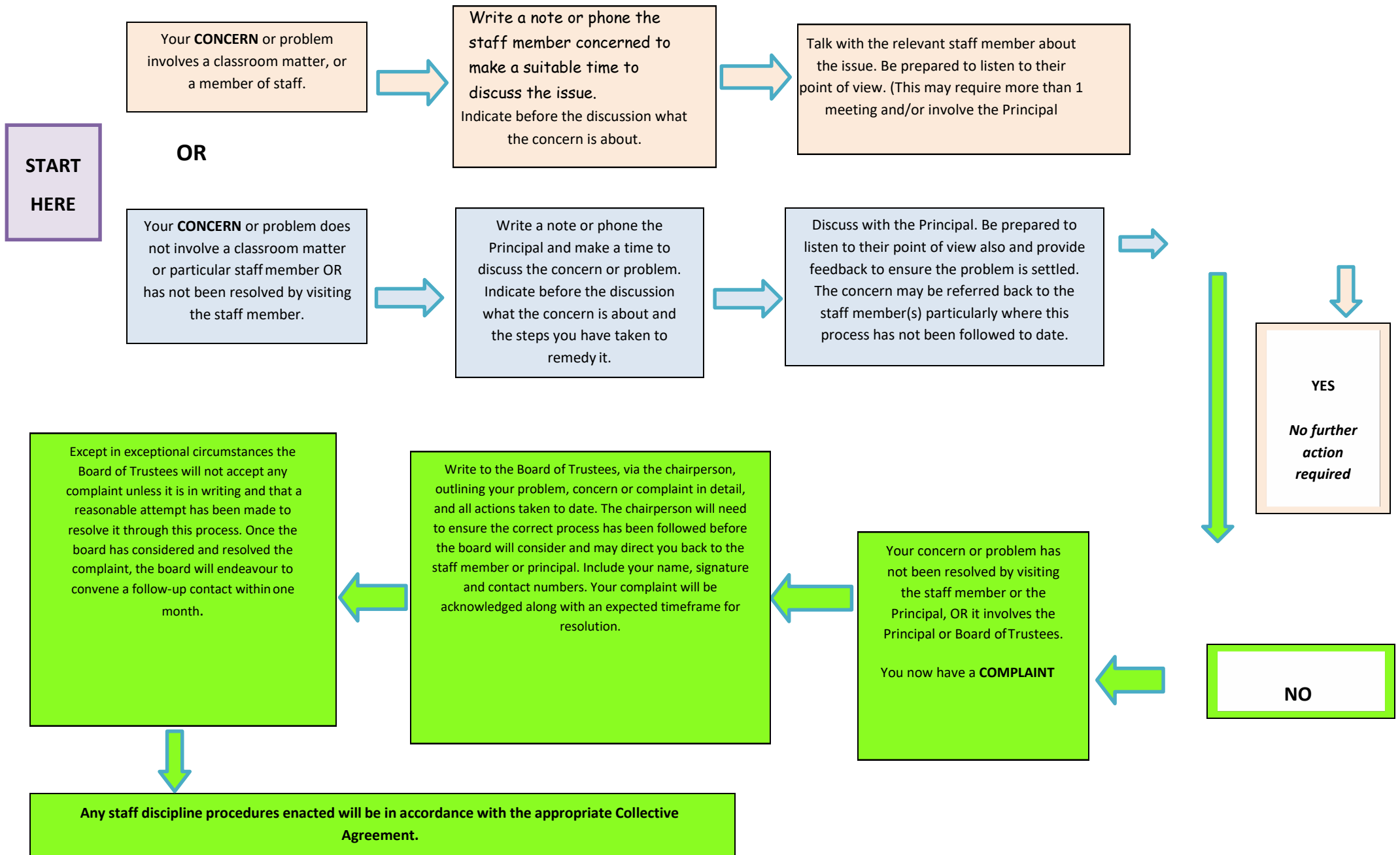
1. Complaints may be made in writing (by email or letter, signed and named) or in person in the first instance to the relevant Staff Member, Principal or Board Chairperson
2. Documentation will be sorted in a complaints file which is held by the school in confidential storage
3. Complaints of a serious nature should be directed to the Principal or Board Chairperson
4. Other parties will be informed at the Principal's or Board Chair's discretion and appropriate action taken at that point as required
5. In cases of complaint against the Principal which remains unresolved in the first instance, a formal written complaint may be made to the Board Chair or in person. (see Complaints against the Principal Procedure)
6. Complainants are informed by the Principal or Board Chairperson of the outcomes of the complaint enquiry or hearing
7. Where appropriate outside mediation may be sought from organisations such as STA, PPTA, NZEI, etc.
8. In dealing with any complaint the school will act in accordance with the relevant conditions of any contract/agreement pertaining.
9. In all cases the Board, in dealing with complaints, will act as a good employer
10. Complaints will be treated in the strictest confidence by the school and all rights respected. Where necessary the school will assist with any language or cultural sensitivities.
11. All employees against whom a complaint is made will be advised in writing of the nature of the complaint, the process of investigation and the availability of support

12. The complaints procedure will be published to the school community at least once a year through the school newsletter.

Reviewed: April 2023

Next review date: April 2026

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