

Complaints Policy



Policy and Rationale

The Board recognises the importance of the School responding to complaints in a fair and consistent manner and in accordance with the relevant employment contracts, legislation and the School's codes of conduct. The Board also recognises that there are a variety of potential sources of complaint to a School, including a student, staff member, parent, member of the community, or government/community agency; all require to be responded to in the appropriate manner.

Purpose

- To ensure consistency when dealing with complaints
- To deal with complaints in line with set procedures
- To put in place corrective or disciplinary action when appropriate

Guidelines

1. Methods by which complaints can be made should be made known to the school community.
2. Complaints should be made in writing or in person.
3. Complaints should then be passed to the appropriate person to handle.
4. Whilst Heads of Departments or House Deans may handle lower level complaints, more serious matters should be referred to the Principal or Senior Leaders. Complaints may be made directly to B.O.T. chairperson.
5. The Principal and Senior leaders are always available to handle concerns/complaints and all parents have access to the Principal.
6. Complaints of a serious nature should be directed to either the Principal or the BOT chairperson.
7. In the above case, other parties are informed at the Principal's discretion and appropriate action taken at that point as required.
8. Appropriate documentation of all complaints should be made and retained for a reasonable period of time; in matters referred to the Principal, documentation should be stored in the complaints file.
9. In cases of complaint against the Principal which remains unresolved in the first instance, a formal written complaint must be made to the B.O.T. chairperson.
10. In serious cases, the complainants are informed by the Principal or B.O.T. chairperson of the outcomes of the complaint.
11. Where appropriate, outside mediation may be sought from organisations such as NZSTA, PPTA, NZEI etc.
12. In dealing with any complaint the school will act in accordance with the relevant conditions of the current employment contract(s).
13. In all cases the Board, in dealing with complaints, will act as a good employer.