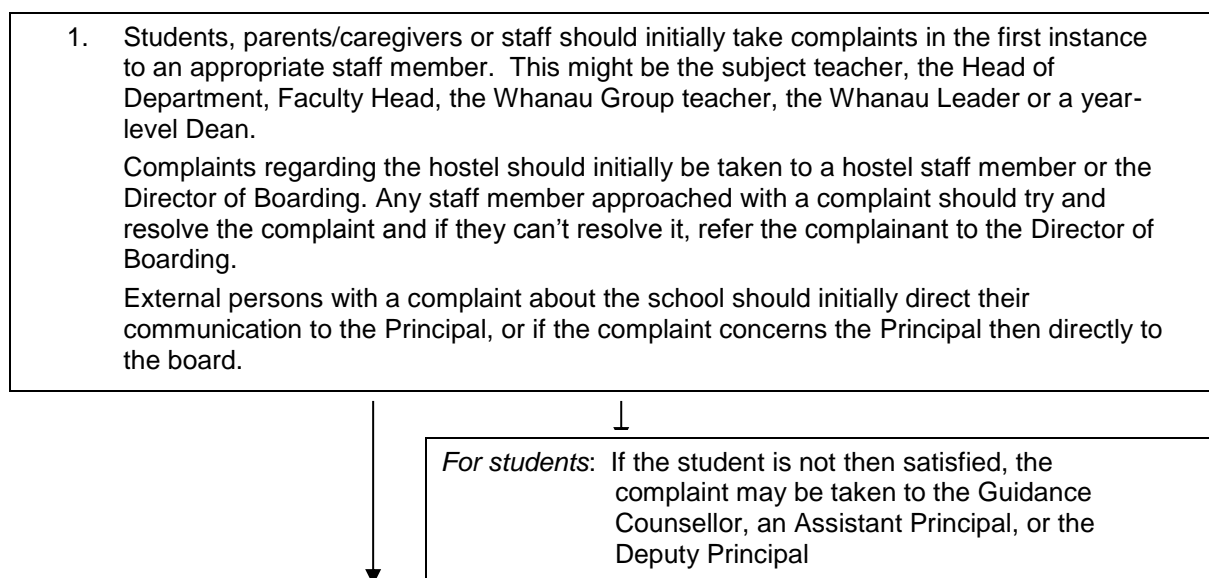




**Stage One – School response to complaint**

1. In the first instance the person/s complaining should seek to achieve an amicable resolution by private discussion with the other party.
2. While the steps set out below are a guide, a complainant can go to whomever they feel is most appropriate
3. While minor issues may be able to be discussed in a quick informal chat with a staff member, for both parties to give the matter full attention, arranging a time to meet is preferred.
4. In each of the steps detailed in this response procedure, the person receiving the complaint shall investigate it and make an appropriate response to the complainant.
5. Where appropriate, a mediator or facilitator should be used to assist in the resolution of the complaint
6. If a staff member has an unresolved complaint about the Principal it should be made in writing to the Board of Trustees via the Secretary. *Refer to Stage Two – Board Response to complaints.*
7. For students, advice or support is available from the Guidance Counsellor or an appropriate staff member. Refer also to Policy Guideline 6.
8. For staff, advice or support is available from the Guidance Counsellor, SLT (Personnel), PPTA representative, or EEO Committee (through Guidance Counsellor). An employee has the right to representation at any time i.e. Secondary Teacher Collective Agreement (2015-2018) Clause 9.1.
9. On receiving a complaint, a preliminary investigation may need to occur to determine whether there is substance to it - prior to telling a staff member
10. If an employee is notified they must immediately be formally advised not to discuss the matter with the complainant or any other student, teacher etc for their own safety.

**STEPS:**





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2. If the complainant is not satisfied the complaint should be referred to AP (Personnel) who may utilise Restorative Practices which may or may not involve conferencing. If the complaint relates to the hostel and is not resolved it should be referred to the Principal. (Step 3).

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3. If the complainant is again not satisfied the complaint should be referred to the Principal. According to the seriousness of the complaint the Principal may request that it be made in writing. Complaints from students must be in writing.

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4. If the complainant is still not satisfied the complaint should be made in writing to the Board of Trustees via the Secretary. *Refer to Stage Two – Board Response to complaints*

### **Stage Two – Board response to complaint**

1. Issues of a serious urgent matter, e.g allegations of physical abuse, may require a special meeting of the Board to be called.
2. All letters addressed to the Chairperson of the Board are for the **whole Board**. The Chairperson cannot decide independently as to what action will be taken unless delegated authority to do so by the Board.
3. Subject to agreement between the parties, resolution or dismissal of the complaint will not occur before all the information is to hand.
4. Conflict of interest will be determined on a number of issues, including whether the complaint involves the actions of any trustee.
5. The Board must exercise caution when dealing with complaints regarding staff, particularly in relation to confidentiality and processes to ensure the principles of natural justice are met. The Board should consider any relevant staff disciplinary policies, employment contracts, and expert advice from the NZSTA adviser.
6. The Board recognises that not all complainants will be satisfied with the outcome of a complaint. After **one** reconsideration, if the Board is confident of its decision, it will refuse to enter into further discussion/correspondence.
7. A complaint regarding lack of compliance in relation to an agreed complaint resolution will be treated as a serious matter and actioned with urgency as a new complaint rather than as a reconsideration of the previous issue.

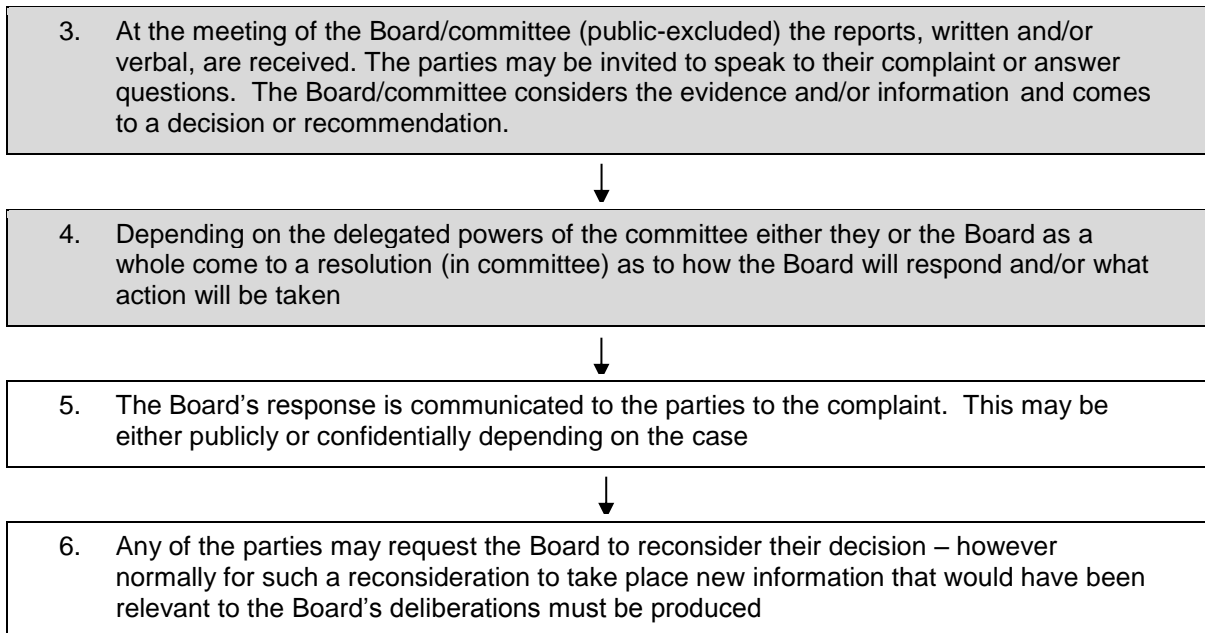
### **STEPS:**

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1. Letter of complaint is acknowledged by the Chairperson and the complainant advised of the next steps in the Board process. The letter becomes part of the correspondence that will be dealt with at the next Board meeting while in committee.

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2. Letter is tabled at Board meeting (in committee) and referred to relevant parties for reporting back to the Board. The Board decides whether to deal with the matter as a whole or appoint a committee to investigate and recommend to the Board



Shading denotes "in committee"



**Management Contact:**

AP (Personnel)

Action	Date
Reviewed KIR	May 2013
Approved by SLT	May 2013
Reviewed SMK/MOR	Jun 2016
Approved by SLT	Jun 2016
<b>Review cycle: 3 years</b>	<b>Due for Review: Jun 2019</b>