

**COMPLAINTS RESOLUTION****Rationale:**

A clear and effective process for hearing and resolving complaints from members of the school community and the public is considered by the Board to be an essential part of the school's Communication Strategy.

**Purpose:**

The purpose of this policy is to provide guidelines for responding to complaints arising from actions, omissions or incidents that affect the school.

**Definitions:**

*Complainant* means the person making the complaint.

**Scope:**

This policy applies to complaints about the school or its hostel by students, parents/caregivers, staff or any other persons.

**Guidelines:**

1. The process will ensure that complaints can be heard, and independently reviewed.
2. The process will encourage participants to resolve complaints in a respectful, transparent and pragmatic way.
3. The principles of natural justice will be applied.
4. Complaints will be treated as confidential and will only involve those parties needed to establish facts, resolve issues and/or establish solutions.
5. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.
6. Complaints should first be directed to the school and the best efforts of both the school leadership and the complainant should be made to resolve them. Complaints of a very serious nature should be escalated to the Board of Trustees.
7. Information about the process will be made readily available to the school community and the public.
8. The leadership and Board are not obliged to investigate anonymous or non-specific complaints (ie that do not include sufficient factual information to be properly investigated).
9. Complaints about staff will be investigated and resolved in accordance with any terms and conditions in the staff member's collective or individual employment contract.
10. The school will provide a clearly documented management procedure for dealing with complaints. This shall consist of two parts: Stage One – the school's response to complaints; and Stage Two – the Board's response to complaints. This management procedure shall be subject to board approval, and shall be published along with this policy on the school's website.

**Related policies:**

1. EEO
2. Sexual Harassment
3. Safe School

**References or Sources:**

1. MOE Good Practice – Stand-downs, Exclusions and Expulsions 2009
2. NZSTA Trustee Handbook Trusteeship Section



**Review details:**

Version No	Action	Date
1	Written by LIM	May 1996
1	Reviewed KIR	Jun 2001
1	Reviewed KIR	Jun 2004
2	Reviewed E.Woodward (STA) H&S Ctte	Aug 2005
2	Approved EMG	Sep 2005
2	Ratified BOT	Sep 2005
3	Reviewed by KIR, E.Woodward, J.Smillie, SMT	Aug 2008
3	Ratified BOT	Sep 2008
4	Rewritten by CDC, IG	Aug 2011
4	Ratified BoT	May 2012
5	Reviewed	Jun 2013
5	Ratified BoT	Aug 2013
6	Reviewed MOR, SMK	Jun 2016
6	Ratified BoT	Jul 2016
Review cycle: <b>3 years</b>		<b>Due for Review: Jun 2019</b>

**Management Contact:**

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