

**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:

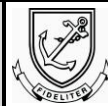
1. The process will ensure that complaints can be heard, and independently reviewed.
2. The process will encourage participants to resolve complaints in a respectful, transparent and pragmatic way.
3. The principles of natural justice will be applied.
4. Complaints will be treated as confidential and 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:

Review Date	Reviewed by
Jun 2019	SMK
Review cycle: 3 years	Due date for Review: Jun 2022

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Management Contact:

AP (Personnel)