



# COMPLAINTS RESOLUTION (incl Hostel) Management Procedure

## Stage One – School response to complaint

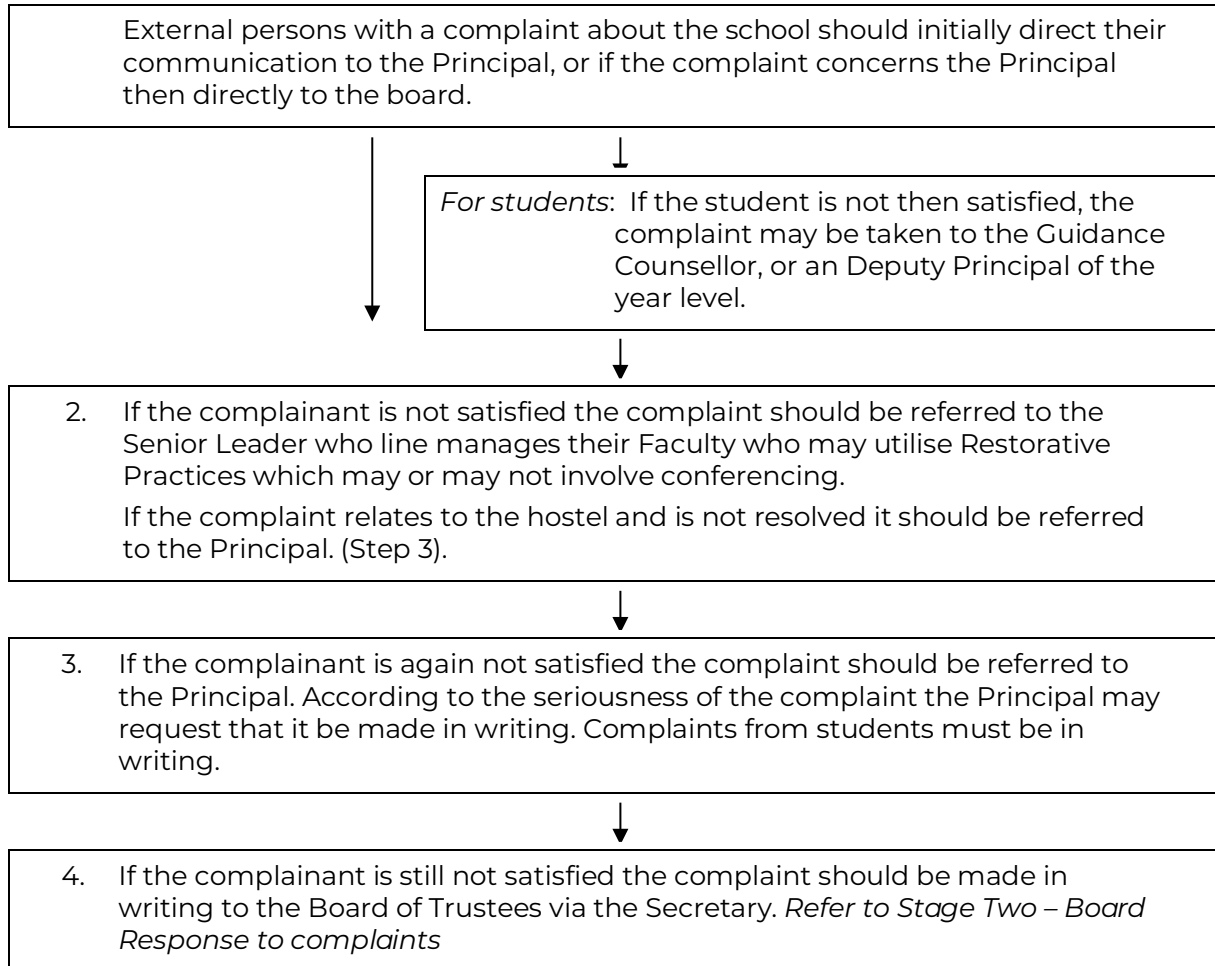
1. In the first instance the person/s complaining should seek to achieve an amicable resolution by private discussion with the other party.
2. While the steps set out below are a guide, a complainant can go to whomever they feel is most appropriate
3. While minor issues may be able to be discussed in 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, PPTA representative, Employee Assistance Programme (EAP) 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:

1. Students, parents/caregivers or staff should initially take complaints in the first instance to an appropriate staff member. This might be the subject teacher, the Head of Department, Faculty Head, the Whanau teacher, or a Year Level Dean.  
  
Complaints regarding the hostel should initially be taken to a hostel staff member or the Director of Boarding. Any staff member approached with a complaint should try and resolve the complaint and if they can't resolve it, refer the complainant to the Director of Boarding.



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### Stage Two – Board response to complaint

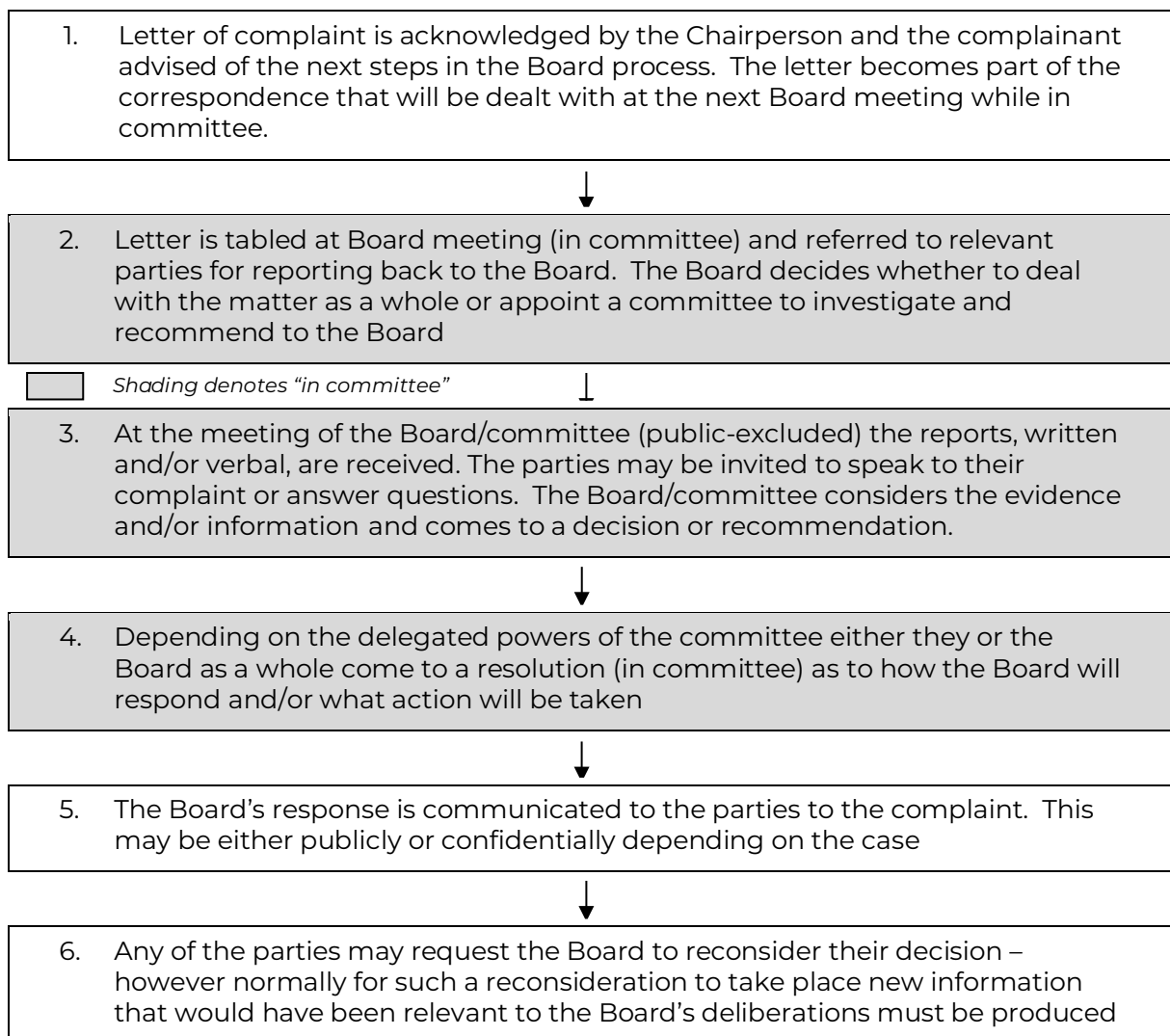
1. Issues of a serious urgent matter, e.g. allegations of physical abuse, may require a special meeting of the Board to be called.
2. All letters addressed to the Chairperson of the Board are for the **whole Board**. The Chairperson cannot decide independently as to what action will be taken unless delegated 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.



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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:



### Management Contact:

Deputy Principal



**WHANGĀREI BOYS'  
HIGH SCHOOL**

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<b>Review Date</b>	<b>Reviewed by</b>
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