



Complaints Policy

Adopted October 2017

Rationale

It is our desire to ensure confidence in our school's processes and to achieve the best educational outcomes for our students.

Student, staff, parental and community concerns/complaints will be acknowledged and resolved in a professional and understanding manner.

It is important that the rights, dignity and mana of all our staff are preserved.

All responses to complaints will be fair and consistent and in accordance with the school charter, the relevant employment agreements, the principles of natural justice and the legal obligations under the Employment Relations Act to be a good employer.

Complaints Procedure

All complaints whether written or verbal, in the first instance must be directed through the principal. If the complaint is against the principal, the principal will direct the complaint to the Board of Trustees immediately, or made directly to the Chairperson. The Board will deal directly with complaints against the principal.

Confidentiality to be maintained at all times.

See next page for procedure table:

Complaints against Staff Members	Complaints against the Principal
1. When a complaint is received it will be referred to the staff member concerned for a reply.	1. When a complaint is received it will be referred to the Principal for a reply.
2. Depending on the nature of the event the Principal will attempt to bring resolution between the two parties. If resolved the matter will go no further.	2. Depending on the nature of the event the Board will attempt to bring resolution between the two parties. If resolved the matter will go no further
3. If the parties are unable to reach a conclusion the principal will advise the complainant to make a signed written complaint to the Board.	3. If the parties are unable to reach a conclusion the Board will form a Complaints Committee to undertake a formal enquiry.
4. On receipt of a formal complaint the Board will refer the complaint to the Principal or form a Complaints Committee to undertake a formal enquiry.	4. The Board will acknowledge receipt of the complaint and advise the complainant that they have referred the matter to the Complaints Committee for investigation.
5. The Board will acknowledge receipt of the complaint and advise the complainant that they have referred the matter to the Principal or Complaints Committee for investigation.	5. The Principal will be advised their right to request representation or mediation at any stage.
6. The staff member will be advised that a formal complaint has been received and of their right to request representation or mediation at any stage.	6. The Complaints Committee will then undertake a formal inquiry to define the problem and attempt to reach a resolution with the parties concerned. complaint and action taken until resolved
7. The Principal or Complaints Committee will then undertake a formal inquiry to define the problem and attempt to reach a resolution with the parties concerned	7. The complaints Committee may employ an appropriate external advisor.
8. The Principal or Complaints Committee will report to the Board outlining the action taken/or to be taken.	8. The Complaints Committee will report to the Board outlining the action taken/or to be taken
9. If resolution is not possible the Board will take appropriate action.	9. If resolution is not possible the Board will take appropriate action.
10. The complainant will be kept informed of action being taken as far as confidentiality allows.	10. The complainant will be kept informed of action being taken as far as confidentiality allows.
11. Full written records will be kept of each complaint and action taken until resolved	11. Full written records will be kept of each