**Complaints Policy**

# Rationale

It is important that the school responds to complaints in a fair and consistent manner and in accordance with the relevant employment contracts and legislation.

**Purposes**

* To ensure that when complaints arise that they are dealt with fairly.
* To ensure consistency when dealing with complaints.
* To deal with complaints in line with set procedures.
* To put in place corrective or disciplinary action if required.
* To provide clear guidelines and procedures for the complainants

# Guidelines

1. Complaints should be made in writing, dated and signed by the complainants who must be clearly identified.
2. Documentation will be stored in a folder in a password protected computer. Complaints should be directed to the Principal in the first instance, unless the complaint is about the Principal, in which case a complaint should be made to the BOT chairperson.
3. Should a complaint laid with the Principal remain unresolved to the satisfaction of the complainant, a formal written complaint can be lodged with the BOT chairperson.
4. The Principal and/or the Board, at their discretion, may undertake investigation involving school personnel or others as appropriate, in order to resolve the complaint.
5. When complaints are properly lodged with the Board of Trustees, the Board may delegate certain of its Trustees to resolve the complaint on its behalf.
6. Following Board acknowledgement of the complaint, the complainant may request a face to face meeting with the Principal and/or the Board or its delegated members to make representation of the complaint.
7. Once a complaint is received, the Principal and /or the Board shall use its best endeavours to resolve the complaint in a timely manner. To that end, the Principal or the Board shall confirm to the complainant, within 5 working days, a timeframe for resolution of the complaint.
8. Where appropriate, outside advice or mediation may be sought from organisations such as NZSTA, PPTA, NZEI, Dept of Labour, and MOE.
9. If appropriate, independent advisers who are approved by the school insurers, will be sought for advice on how to manage serious or ongoing concerns and complaints.
10. In dealing with any complaint the school will act in accordance with the relevant conditions of the current employment contract(s) of its staff.
11. In all cases the Board, in dealing with complaints, will act in good faith and as a good employer and in accordance to the principles of natural justice.
12. Complainants are informed in writing as by the Principal or BOT chairperson of the outcomes of the complaint.
13. Staff complaints shall be dealt with under the provisions of this policy.
14. Refer to the Protected Disclosure Policy when an employee makes a complaint that may meet the criteria of a 'serious wrongdoing’ under the Protected Disclosures Act 2000.

Signed for the Board of Trustees

Date

Review Date Term 3, 2024