

PAPAKURA HIGH SCHOOL

COMPLAINTS POLICY

PURPOSE

- From time to time a parent, staff member or student may feel they have cause for complaint about a matter associated with the school. This policy provides guidance to school management in respect of any complaints received and how to deal with these in a fair and appropriate manner.
- To ensure the concern is directed to the appropriate person in the first instance and resolved at an early stage if possible.
- To respond to complaints in a fair, consistent, confidential and timely manner.
- To provide a safe emotional and physical environment for all students and staff.
- To ensure appropriate outcomes are in place, including disciplinary or corrective actions and that appropriate action is carried out to resolve the situation which generated the concern.

GUIDELINES

- 1 There are two ways to make a complaint. An informal complaint which is usually verbal from a face-to-face meeting, a telephone call or e-mail and expresses concern, mild dissatisfaction or a request for a particular action. A formal complaint must be in writing and addressed to the Principal, or if it is about the Principal, addressed to the Chairperson of the Board of Trustees.
- 2 If an informal complaint has not been satisfactorily resolved, or it is unresolved for an unacceptable length of time, then the complaint should be referred to the appropriate area of management.
- 3 Where a complaint cannot be resolved informally, a formal complaint should be lodged in writing with the Principal.
- 4 A register of Formal Complaints and the outcomes will be maintained by the Principal's secretary.
- 5 The person receiving the complaint should acknowledge receipt to the complainant within 48 hours, stating the intended course of investigation, and where relevant potential outcomes.
- 6 All complaints will be dealt with in a fair and reasonable manner, maintaining appropriate confidentiality, and investigated as expediently as possible. Records will be kept of any meetings and agreements reached.
- 7 After the investigation the complainant is to be informed of the outcome.
- 8 All complaints must be dealt with in accordance with the relevant collective agreements.
- 9 If the matter goes beyond the delegated authority of the Principal it will be referred to the Board of Trustees who will set up a sub-committee to investigate and make a decision. The full Board will be informed of the decision and reasons for this.
- 10 The board will comply with the Protected Disclosures Act 2000 and its provisions are notified to staff.

Reviewed & Ratified: Term 1 2017

Next Review date: Term 1, 2020

Signed: 

Designation: Chair BOT