

Papakura High School

5.2 Complaints policy

Rationale

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.

Purpose

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.

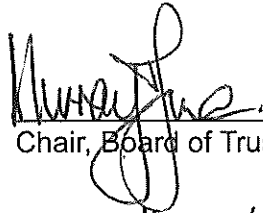
Legislative compliance

Reviewed: Term 1 2021

Next Review date: Term 1 2023

Signed:

Designation: Chair, Board of Trustees



Related procedures/supporting documentation

Policies

GP4.1 Board complaints

3.1 Personnel Management Policy

3.2 Privacy Policy

Procedures

5.14 Complaints Procedures

Documents

Staff Manual Handbook