

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 agreements, any appropriate legislation and the school's staff code of conduct.

Policy Statement

The policy is to:

1. Ensure consistency when dealing with complaints.
2. Deal with complaints in line with set procedures such as detailed in collective employment agreements or individual employment agreements.
3. Put in place corrective or disciplinary action where this is deemed appropriate.
4. Safeguard the rights of both complainants and of staff or students involved.

Policy Guidelines

1. Complaints may be made in writing or in person in the first instance to the relevant staff member or the principal.
2. Documentation will be stored by the school in confidential storage.
3. Complaints of a serious nature should be directed to the principal.
4. At the principal's discretion other parties may be informed and appropriate action taken at that point as and if required.
5. In cases of complaint against the principal which remains unresolved in the first instance, a formal written complaint may be made to the B.O.T. chair person. Complainants are informed by the principal or B.O.T. chairperson of the outcomes of the complaint enquiry or hearing if deemed appropriate.
6. Where appropriate, outside mediation may be sought from organisations such as STA, PPTA, and NZEI if an employment related issue should arise.
7. In dealing with any complaint the school will act in accordance with the relevant conditions of the current employment agreement pertaining to the staff member involved.
8. In all cases the Board in dealing with complaints, will act as a good employer.
9. Complaints will be treated in the strictest confidence by the school and all rights respected. Where necessary the school will assist with any language issues or cultural sensitivities.
10. All employees against whom a complaint is made will be advised in writing of the nature of the complaint, the process of investigation and the availability of support as required.

Signed _____