



Rationale:

It is important that the concerns of students, staff, parents/whanau, and members of the College community are recognised and resolved in a spirit of fairness and justice.

Purpose:

To make a genuine effort to ensure that all complaints are investigated fairly, at the earliest opportunity in a timely fashion, and in a manner which respects all parties concerned.

Guidelines:

1. The College will make a genuine effort to resolve all concerns and complaints.
2. Anyone with a concern or informal complaint is encouraged to discuss the matter directly with the person involved as soon as possible, to prevent issues escalating.
3. Concerns will be dealt with by the school using the process set out in the *Procedure for Concerns*.
4. If the concern is not resolved through this process, a written complaint (a formal expression of dissatisfaction) may be made. This must be done in writing to either the Principal or the Chairperson of the Board of Trustees. The process set out in the Formal Complaints Procedure will be followed once a complaint has been received. It is helpful for the complaint to include as many details as possible, including details of efforts to resolve the issue.
5. Complaints against any staff member will be dealt with using the *Management Procedure for Dealing with Complaints against Staff*.
6. For any other complaint, when the Principal or Chairperson receives the complaint, they will contact the complainant to discuss further action.
7. Depending on the nature of the complaint, the Principal may refer the matter to the Board of Trustees for consideration and action.
8. Any complaint will be treated in confidence however, any person included in a complaint must be informed of the details of the complaint and be given an opportunity to address the complaint.
9. Any party to a complaint is entitled to an agreed and appropriate support person present.
10. The Principal will maintain a register of formal written complaints.
11. All participants to the action of a complaint are to maintain confidentiality of information and documentation.
12. If a complainant is not satisfied with the outcome, they may appeal to the Board of Trustees, or in the case of matters referred to the Board, the Ministry of Education.

PROCEDURE FOR CONCERNS

For Students:

Students are encouraged to talk directly to their teachers whenever a problem arises. They should approach the teacher at a suitable time (e.g. at the end of the lesson) or make an appointment. Issues are easiest to resolve when dealt with promptly. If the concern is not resolved, students should approach the relevant Head of Learning or their Whanau Leader.

For Parents/Whanau - Classroom Issues

1. If you have a concern about a classroom matter you should firstly try to contact the class teacher and discuss the matter with her/him. Do this by phoning the reception or writing or emailing to the teacher concerned. Teachers are unlikely to be available to answer calls, since they will normally be teaching. A message should be left on the teacher's voice mail, for them to return your call. Teachers will endeavour to contact you as soon as possible.
2. You should ensure that you include information in the voice mail or in the email about how and when to contact you.
3. If you believe the response provided by the teacher does not fully address your concerns, you may wish to contact the relevant Head of Learning Area, or Whanau Leader. If the matter is still unresolved, then you may take the matter further by making a formal written complaint (see Formal Complaints Procedure)

For Staff:

If you have a concern, first contact your Line Manager/ Head of Learning Area. If this does not resolve the matter, please see a member of the Senior Leadership Team or Principal, depending upon the nature of the concern/ complaint.

Other Concerns:

If you have a concern about a matter which you do not feel able to discuss with a teacher directly or which does not involve a particular teacher, you may phone or write to one of the following (reception can give you their names):

1. Your child's relevant subject's Head of Learning or Whanau Leader.
2. A member of the Senior Leadership Team.
3. The Principal.

For Other Members of the College Community:

If you have a concern about a student, please contact a member of the Senior Leadership Team or the College Principal. If you have a concern about an adult member of the College community, first contact the person directly as soon as possible. If this does not resolve the matter, you may contact the Principal or the Chairperson of the Board of Trustees.

Formal Complaints Procedure:

In some cases, such as if your concern cannot be resolved, you may wish to make a formal complaint.


1. Write down your complaint giving details of the issue, including details of efforts that have been made to resolve the matter. Include your name and contact phone number.
2. Address your written complaint to the Principal, or to the Chairperson of the Board of Trustees if the complaint is about the Principal. A discussion with the board chairperson or a board member is NOT a formal complaint. Ask for assistance at the school reception if you are unsure how to go about delivering your complaint.
3. When a complaint is received, the principal (or the Chairperson of the Board of Trustees) will discuss the matter with you before deciding what further action should be taken. You may have a support person with you when you discuss the complaint, if you wish.
4. The complaint will be investigated by talking to the person about whom the complaint has been made and interviewing anybody else who may have had a part to play in the incident. Written statements will normally be taken.
5. The Principal will decide what steps will be taken as a result of the investigation and will ensure that a record of the process is kept and dealt with in accordance with the relevant legislation.
6. You will be informed of the outcome of the investigation.
7. Depending on the nature of the complaint, the matter may be referred to the Board of Trustees for consideration and action.
8. Your complaint will generally be treated in confidence. However, in the interests of natural justice any persons included in a complaint must have the opportunity to hear all details about the complaint and reply to it. They may be accompanied by a support person during discussion of the complaint if they wish.
9. If you are dissatisfied with the outcome of the complaint you may write to the Board of Trustees for a review of the complaint. A review should be completed by the Board within 28 days of the referral.
10. The completion of action taken by the Board of Trustees will be deemed to be the final stage of the College process relating to the complaint.
11. Parents may complain to the Ministry of Education if they are not satisfied with this complaints process. In this situation, the school will liaise with the New Zealand School Trustees Association.
12. The Board of Trustees will comply with the provisions of the Protected Disclosures Act 2000 and its provisions.
13. Complaints about the Board of Trustees (not individual trustees) may be directed to the Office of the Ombudsman.

Management Procedure for Dealing with Complaints against Staff:

1. Students/parents are able to contact the relevant Head of Learning (regarding class teaching matters), Whanau Leaders (regarding pastoral matters), or a member of the Senior Leadership Team at any time. (See separate policy for matters of harassment/ bullying).
2. All correspondence will be treated in the strictest confidence.
3. All complaints must be reported immediately to the Senior Leadership Team and/or Principal.
4. Initial investigations will take place through the Deputy Principal and the staff member involved must be consulted.
5. A brief report back is made to the parent/student outlining the circumstances as investigated by the College above.
6. If the complaint is one of serious breach of competence or discipline, then the disciplinary procedures will be initiated as per the current Secondary Teachers' Collective Agreement.

7. If the complaint is less serious and is upheld, then, as appropriate the College will give the staff member advice and guidance through the school's Staff Development Professional Programme.
Here the teacher will work with a member of the Senior Leadership Team to address any issues. The member of the Senior Leadership Team will monitor the teacher's performance during the period of review.
8. All steps of the investigation will be documented and filed.
9. Any student is entitled to on-going counselling on request.
10. A copy of this policy can be found on the Staff Intranet.

Policy review tabled and adopted:
September 2004
November 2005, 2006
October 2015
March 2018
September 2020

Board Chair Signature:	
Date:	28 September 2020