

**Rationale:**

It is important that the concerns of students, staff, parents/whānau, 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 Presiding Member of the School Board. 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 Presiding Member 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 School Board 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 School Board, or in the case of matters referred to the Board, the Ministry of Education.

Policy to be Reviewed:	Tabled and Reviewed:
Triennially	September 2023

Presiding Member Signature:	
Date:	23 September 2023