Concerns and Complaints Policy

Purpose of this policy

1.   As concerns or complaints may arise, it is the Board of Trustees' (BoT's) responsibility to ensure that these are handled:
    1.1   in a fair, consistent and equitable way;
    1.2   in a way that is mindful of natural justice principles, and
    1.3   in accordance with relevant Employment Agreements, Legislation and Codes of Conduct.
2.   This Policy aims to achieve the outcomes described above by:
    2.1   enabling concerns to be addressed quickly and efficiently so they don't escalate to complaints;
    2.2   ensuring complaints are dealt with respectfully and with due consideration of all parties rights;
    2.3   ensuring complaints are dealt with consistently, in accordance with procedures established by the BoT and school management; and
    2.4   putting in place appropriate corrective action, and/or disciplinary action, as required.

The difference between Concerns and Complaints

3.   A concern is:
    3.1   A minor issue that may be resolved informally directly between the parties involved. Concerns are not expected to have disciplinary, legal or industrial consequences.
4.   A complaint is:
    4.1   Any written statement about a school practice or policy that in the opinion of the complainant is deemed to be of a serious nature that disadvantages them or the school community.
    4.2   Any written statement of a serious nature that indicates a member of the school community has acted illegally, unprofessionally, or in any manner which is harmful to another member of the school community.

Who can raise a concern or complaint?

5.   A complainant can be:
    5.1   A parent/caregiver/whānau member;
    5.2   A staff member;
    5.3   A student; or
    5.4   A member of the community.

What can a concern or complaint be about?

6.   A concern or complaint can be about:
    6.1   A staff member;
    6.2   A BoT representative;
    6.3   A student, or
    6.4   A school practice or policy.