



Complaints Policy

Rationale

It is important that the school responds to complaints in a fair, timely and consistent manner and in accordance with the relevant employment agreements and legislation.

Purposes

- To ensure that when complaints arise that they are dealt with fairly.
- To ensure consistency when dealing with complaints
- To deal with complaints in line with set procedures
- To put in place corrective or disciplinary action if required.

Guidelines

1. Complaints should be made in writing or in person.
2. Documentation will be stored in the complaints file.
3. Complaints of a serious nature should be directed to the principal.
4. Other parties are informed at the principal's discretion and appropriate action taken at that point as required.
5. In cases of complaint against the principal which remains unresolved in the first instance, a formal written complaint should be made to the BOT chairperson.
6. Complainants are informed by the principal or BOT chairperson of the outcomes of the complaint.
7. Where appropriate outside mediation may be sought from organisations such as NZSTA, PPTA or NZEI
8. In dealing with any complaint the school will act in accordance with the relevant conditions of the current employment agreement(s).
9. In all cases the Board in dealing with complaints will act as a good employer.

Signed for the Board of Trustees

5 May 2011

Date