



Policy: Concerns and Complaints

Policy Statement

All complaints, concerns and incidents are attended to promptly, respectfully, restoratively and professionally, honouring the human dignity and equality of all involved, and seeking to bring effective resolution to all parties concerned.

Procedural Guidelines

1. The Board delegates to the Principal full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the Principal, responsibility lies with the Board.
2. In complying with the policy, the Principal shall not fail to:
 - 2.1. Ensure the equality of all people is acknowledged and their human dignity maintained when following all concerns and complaints procedures;
 - 2.2. Implement and maintain robust and accessible procedures to meet the policy and legislative requirements;
 - 2.3. Ensure that the process for complaints or grievances is clearly communicated and posted on the School website and made available upon request at the Office;
3. Ensure that the complainant has previously followed the School's concerns and complaints procedure before escalating to board level.
4. Anonymous complaints will not be investigated unless the safety or wellbeing of staff or a student is an issue and/or the protected disclosure policy applies.
5. All complaints and concerns will be dealt with in an open and honest manner, taking care to preserve relationships, grace, forgiveness and Christian love.
6. The Matthew 18 principle, of first going to the one with whom you have a complaint or concern, will be applied.
7. A report of a copy of the complaint is to be made available to those implicated. In some instances, it may be appropriate to withhold the identity of the complainant. Those implicated are asked to provide a written report for the investigating person or team who will subsequently discuss the matter with them.
8. A telephone or written response will be given to the complainant as soon as is practicable.

Escalation of Complaints

1. Parents, caregivers, students and colleagues are encouraged to raise any issues with the staff member concerned in a reasonable and appropriate manner.
2. If a direct approach by the offended party has not resulted in a satisfactory resolution or if it is not appropriate to approach the staff member, the complaint should be addressed to the appropriate Team Leader or member of the Executive Leadership Team.
3. If the complainant is still not satisfied, the complaint can be addressed in writing to the Principal who will investigate the complaint, if appropriate.
4. The Principal will inform the Presiding Member of any serious complaint which may impact on the school's reputation.



5. Where the board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, the board shall seek the support and advice in the first instance from an NZSTA adviser to ensure due process is followed.
6. The Board shall advise its insurance agent of any complaint escalated to the Board.
7. Once the Dispute Resolution Scheme comes into effect, in the event that a serious dispute is not able to be resolved, the Board shall advise the complainant of their right to apply to the Chief Referee for the dispute to be resolved by a dispute resolution panel.

Complaints against the Principal or a Board member

1. In the event of a complaint against the Principal, or a Board member, the responsibility lies with the Board and should be addressed to the Presiding Member for investigation and response.
2. A complaint against the Presiding Member should be addressed to the Acting Presiding Member and a sub-committee set up within the Board to follow up the complaint.
3. Should the Board receive a complaint regarding the Principal or determine that any policy violation may have occurred, the Board in the first instance will consider whether this may be dealt with in an informal manner (as per the employment agreement provisions that apply to the Principal).

Legislative Compliance

NZSTA Governance Framework
Education and Training Act 2020
Relevant employment agreements
Relevant professional standards

Review schedule: Triennially

ADOPTED BY BOARD

Date 12th September 2017 Chairperson **R Thornton (Acting)**

Reviewed Date	17 th October 2017	Chairperson	W Peat
Reviewed Date	13 th October 2020	Chairperson	M Causley
Reviewed Date	26 th March 2024	Presiding Member	A Coombridge