



**Rationale:**

It is important that the concerns of students, parents, whanau, staff and community are recognised and resolved in a spirit of fairness and justice. While schools try very hard to operate in a way that provides high quality education in a safe learning environment sometimes things do not go as planned. We view raising concerns in a positive light as it gives school leadership and management an opportunity to make our school a safer and better learning environment for all.

**Purpose:**

- 1) To have effective communication which encourages open and honest dialogue.
- 2) To remedy concerns and complaints in a way which respects all parties concerned, and ensures all concerns and complaints are fairly investigated.

**Guidelines:**

- 1) The school will make a genuine effort to resolve all concerns and complaints in a timely manner.
- 2) First of all parents/caregivers/staff are to be encouraged to discuss concerns with their child's class teacher; or the staff member involved.
- 3) If the concern remains unresolved parents/caregivers/staff are encouraged to discuss their concern with the Deputy Principal or Principal.
- 4) Concerns and Complaints will be investigated following processes set out in the Concerns and Complaints FlowChart. The policy and flowchart will be shared with the community each year.
- 5) A complaint is an unresolved concern, which is taken to the Principal and/or Board of Trustees and must be in writing. Letters of complaint must be signed, dated and give contact details of the parents/caregivers. No unsigned letters of complaints will be acted on. A discussion with the Principal, Board Chairperson or a board member is NOT a formal complaint.
- 6) Complaints 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.
- 7) If a complainant is not satisfied with the outcome they may appeal to the Board of Trustees, the Ministry of Education or Office of the Ombudsmen.

<p>Supporting Documents</p> <ul style="list-style-type: none"><li>● NZSTA Governance Essentials WorkBooks</li><li>● Ombudsman - Good Complaints Handling by Board of Trustees</li></ul>	<p>Approved: November 2016</p> <p>Review Date: October 2019</p>
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