

Complaints to the Board of Trustees

1. All complaints to the Board must be in writing.
2. Unless the complaint is about the Principal or the Board itself, the Board will normally refer the matter back to the Principal to ensure that the Principal has had the opportunity to investigate and resolve the complaint before it takes any action.
3. The Chair will acknowledge the letter of complaint within 7 days of it being received and advise the complainant that it will be addressed at the next Board meeting.
4. The letter of complaint becomes a matter that is dealt with at the 'public excluded' part of the next Board meeting.
5. The Board must decide how to deal with the complaint. This will normally require some level of investigation of the complaint. A decision about who will undertake the investigation and the process to be used must be established.
6. A letter will be sent to the complainant advising them of the process and the timeline. (EG. "A committee of the Board will investigate your complaint and report back to the next Board meeting in We will let you know the outcome of that investigation.")
7. The investigation will be conducted by those given responsibility to do so. External advice (EG NZSTA Industrial Advisor, legal advice etc) will be sought if needed.
8. The person or people making the investigation will report back to the 'public excluded' section of the next Board meeting. The Board must consider the evidence and come to a decision or recommendation. The Board must pass a resolution about its decision and what action, if any, is to be taken.
9. The Board decision will be communicated to the complainant in writing within 7 days of the Board meeting at which the decision is made.