



## Complaints

### Rationale

Kimi Ora School Board believes that education is a partnership between parents and caregivers, the staff and the students. In order for the partnership to support student achievement effectively there needs to be good communication and clear processes for addressing and resolving concerns and complaints.

This policy governs all complaints received whether they come from students, staff, parents and caregivers or the school community.

### Purposes

- To support good communication and positive relationships.
- To ensure that all concerns are acknowledged and complaints are addressed promptly.
- To ensure that complaints are addressed fairly and transparently, using agreed systems and processes.
- To ensure that systems for resolving concerns and complaints are documented.

### Guidelines

1. Where issues of concern are raised by staff or members of the school community they are to be encouraged to raise issues of concern directly with the person/people involved. If appropriate they can be offered support to do this.
2. When concerns are raised which cannot be satisfactorily resolved within a reasonable time the person raising the concern should be advised of this complaints policy.
3. All complaints, whether written or verbal, made by students, parents or caregivers or staff about the behaviour of teachers or other adults are to be recorded.
4. Complaints will be addressed promptly. Serious complaints will be addressed on the day they are received. All complaints will be acknowledged within 7 days. Written complaints will receive a written response at the conclusion of any investigation of the complaint.
5. Complaints will be handled at the lowest possible level. If a complaint cannot be resolved by the person to whom the complaint has been made it will be referred to the Principal. A

complaint that cannot be resolved by the Principal will be referred to the Board of Trustees. Complaints referred to the Board must be referred in writing. Unless the complaint is about the Principal or the Board itself, the Board will ensure that the Principal has had the opportunity to investigate and resolve the complaint before it takes any action. When it is satisfied that the Board should hear the complaint it will follow the procedure attached to this policy.

6. Anyone who is the subject of a complaint must be informed as soon as practicable and given the opportunity, and reasonable time, to respond. Any investigation of a complaint must seek the views of all parties involved.
7. Requests for confidentiality as to identity of complainant will be respected unless natural justice demands otherwise.
8. Any staff discipline procedures enacted will be in accordance with the appropriate Collective Agreements and follow NZEI procedures. Before enacting such procedures advice is to be sought from NZSTA. The Board of Trustees will be kept fully informed.
9. All complaints, whether written or verbal, from parents/caregivers or staff are to be recorded in a confidential file maintained by the Principal. The Principal will report once a year on the number of complaints and the general nature of the complaints.

### **Documentation**

The following documentation must be available in the school:

- Complaints process/procedures
- Record of complaints
- Complaints files

Signed:   
Chairperson  
Kimi Ora School Board of Trustees

Date: 31.3.15

**Review March 2018**