



POLICY 3.1 COMPLAINTS

Approved at Board Meeting	22.9.2016
Next Review Due	2019

RATIONALE:

This policy provides a clear process for the Board of Trustees, and the Principal, to deal with complaints. This policy is consistent with the Special Character of the College, the principles of natural justice, and should also be considered alongside the State Sector Act (1988), the relevant Collective Agreements, and Ministry of Education Secondary Schools guidelines

GUIDELINES:

- To ensure complaints have clear procedures for staff, parents and students to follow.
- To ensure complaints are responded to speedily and resolved where possible restoratively at an early stage.
- To provide a fair, equitable and just means of resolution.
- The complaints procedures of the school are applied irrespective of the source of the complaint.
- Any of the parties to whom the complaints procedure is applicable, is informed of the complaint as soon as possible, and has a right to representation throughout the process.
- The complaints procedure is available on the College website, or from the College office.
- Complaints procedure provides information as to the appropriate level of contact within the College.

PROCEDURES:

See flowchart "Concerns and Complaints Process."