

COMPLAINTS POLICY

PURPOSE

1. To ensure all complaints are handled in a sensitive and appropriate manner.
2. To establish clear lines of communication and procedures in the event of a complaint.

GUIDELINES

1. Under this policy a situation that is considered serious enough to be a complaint will be in written format.
2. All complaints that may be of a serious nature are directed to the principal. Complaints involving the principal will be directed to the board chairperson.
3. The principal handles complaints in an appropriate manner and this may include:
 - Meeting the complainant in person in an interview situation.
 - Informing the BOT chairperson of the complaint and any action taken.
 - Providing a full report of a complaint and subsequent actions to a full BOT meeting.
 - Convening a meeting of the BOT discipline sub-committee.
 - Informing outside agencies (Ministry of Education, Police etc) if necessary.
 - Arranging for an independent arbitrator if necessary.
4. All complaints are dealt with promptly.
5. A file is maintained by the principal of all complaints that are received in written format.
6. Any investigations carried out as a result of receiving a complaint are done so in a lawful manner and where staff members are involved the conditions of the relevant employment contracts are adhered to.
7. Complaints handled within this policy include those about staff, the board or students.

Chairperson: _____

Date Approved: 14 October 2008