

5.05 Complaints policy

Purposes

To ensure all complaints are handled in a sensitive and appropriate manner.

To establish clear lines of communication and procedures in the event of a complaint.

Guidelines

- Under this policy a situation that is considered serious enough to be a complaint will be in written format and signed by the complainant.
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- All complaints that may be of a serious nature are directed to the principal. Complaints involving the principal will be directed to the board chair.
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- 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.
- All complaints are dealt with promptly.
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- A file is maintained by the principal of all complaints that are received in written format.
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- 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.
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- Complaints handled within this policy include those about staff, the board or students.

Chairperson Date approved: 9 May 2023