

5.05

Concerns and Complaints Policy

Outcome Statement

All concerns and complaints are attended to promptly, respectfully, fairly and professionally and seek to bring effective resolution to all parties concerned.

Scoping

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation and any other statutory, regulatory, administrative and contractual requirements.

Delegations

The board delegates to the principal full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the principal, responsibility lies with the board.

Expectations and limitations

In complying with the policy, the principal shall not fail to:

- implement and maintain robust procedures to meet the policy requirements,
- ensure that the process for complaints or grievances is clearly communicated, and
- report to the board as monitoring requires.

When receiving a complaint, the board must ensure that the complainant has previously followed the school's concerns and complaints procedure and that the complaint has been escalated to board level correctly.

Should the board receive a complaint regarding the principal or determine that any policy violation may have occurred, the board in the first instance will consider whether this may be dealt with in an informal manner (as per the employment agreement provisions that apply to the principal).

Where the board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, the board shall seek the support and advice in the first instance from an NZSTA adviser to ensure due process is followed.

Procedures/supporting documentation

Procedures are to cover the following areas:

- concerns and complaints from parents, whānau and students,
- concerns and complaints from staff, and the
- Teachers' Code of Professional Responsibility.

Monitoring

The principal (and Board Chair, in the case of any concerns and /or complaints against the principal) shall maintain a register of complaints and resolutions detailing circumstances, actions taken and outcomes achieved, and report to the board as part of the principal's report to the Board outlining numbers of complaints, outcomes and any areas of concern for deliberation.

Legislative Compliance

Relevant statutory, regulatory, administrative and contractual requirements include, but are not limited to:

- Human Rights Act 1993,
- Bill of Rights ACT 1990,
- Public Service Act,
- Privacy Act 2020,
- Protected Disclosures Act,
- Education and Training Act 2020, Sections 216-236 i,
- Health and Safety at Work Act 2015,
- Childrens' Act 2014,
- Buildings Act 2004,
- Education Act 1989,
- Local Government Official Information and Meetings Act 1987, part 7
- Official Information Act 1982,
- Employment Relations Act 2000,
- Relevant Collective Employment Agreements or individual contracts for staff, and the
- National Administrative Guidelines for Schools.

Review

This policy will be reviewed in accordance with the Board's regular policy review process.

Ratified by Ruapehu College Board of Trustees

Chairperson: Elijah Pue



Signed: _____ Date: 29.10.20

Date for policy review: October, 2023