



WHANGANUI HIGH SCHOOL POLICY CONCERNS & COMPLAINTS

INTRODUCTION	1	All complaints, concerns and incidents are attended to promptly, respectfully and professionally and seek to bring effective and satisfactory resolution to all parties concerned.
PURPOSE	1	To provide an open and fair way of resolving issues in a timely and effective process that complies with all relevant collective employment agreement and legislation.
DELEGATIONS	1	The Board delegates to the Principal the full responsibility of ensuring effective processes are in place. In the event of a concern or complaint concerning the Principal, responsibility lies with the Board.
GUIDELINES	1	The Principal will ensure: (a) Robust procedures are implemented and maintained to meet the policy requirements. (b) That the process for concerns or complaints is clearly communicated and presented on the school website. (c) That the complainant has previously followed the school's concerns and complaints procedure before escalating to Board level.
PROCEDURES	1	Refer to attached Concerns and Complaints Process document
EVALUATION	1	The Board, in association with the Principal, will review this policy on a three-yearly cycle in accordance with the school's quality management cycle.
CONCLUSION	1	The Board and school, through the Principal, will ensure that concerns and complaints are dealt with fairly and effectively so as to ensure that the high standards expected of the school and its staff are maintained in all interactions with all members of our school and wider community.

Approved by the Board

Signed Chairperson: _____

Date: _____

31/7/23

Signed Principal: _____

Date: _____

31/7/23

Concerns and complaints process

Advice for students, staff, parents, whānau and community

It is usually best to attempt to resolve concerns informally through conversations with the relevant people at the earliest possible stage – the sooner, the better, will often resolve minor concerns.

