



COMPLAINTS POLICY

Date Reviewed: 12 August 2022

NAG: 3

Reviewed by: Salisbury Board

Next Review Date: July 2025

PURPOSE

- a. To ensure all written complaints are addressed effectively and efficiently; in an environment where students, staff and board member support, safety and wellbeing is paramount
- b. All complaints, concerns and incidents will be attended to promptly, respectfully and professionally and seek to bring effective resolution to all parties concerned.

GUIDELINES

1. A formal complaint is defined as a matter drawn to the attention of the Board or the management of the school in writing. Any complaint that is not in writing shall be defined as an informal complaint and will not be treated in the manner of a formal complaint.
2. The board delegates to the principal responsibility for ensuring robust processes to resolve such complaints are in place. The principal shall ensure those processes operate effectively and efficiently while maintaining a safe and comfortable environment for all students, staff and visitors. The processes shall:
 - be accessible
 - open and fair
 - comply with all relevant legislation
3. The board shall ensure that the complaint procedure is correctly followed in a timely and transparent manner.
4. Ensure that the process for complaints is easily available and clearly communicated.
5. The Principal is responsible for handling complaints except:
 - where the complaint is about the Principal or a Board member it shall be handled by the Board Chair
 - where a complaint is about the Board Chair it shall be directed to the Deputy Chair
 - where the complaint relates to a sexual assault it shall be managed by an external consultant
6. In the case of a formal complaint the employee or board member shall be informed of their right to representation.
7. The complaint procedures should include steps to:

- advise the boards insurer of any complaint escalated to the board
 - to seek advice from an NZSTA adviser (in the first instance) to ensure due process is followed where the seriousness of the complaint is sufficient to warrant initiating a disciplinary or competency process.
8. The principal shall maintain a register of complaints and resolutions, and report to the board at least quarterly outlining number of complaints, resolution success figures and any areas of concern for board deliberation.

Refer to Desk File:

- Complaints Procedural Guidelines
- Staff Code of Conduct
- Management Policy for Staff Discipline

This policy will be made available to parents and the school community along with the Desk File Procedures for Complaints.

Legislative compliance

- Education and Training Act 2020
- Relevant employment agreements
- Relevant professional standards