



# TE AROHA COLLEGE COMPLAINTS POLICY

## Rationale

This school undertakes to provide a quality education based on policies and procedures that meet the needs of students, parents, caregivers and the wider community. Should there be a complaint about any aspect of the school's operations or about any behaviour involving the staff or the students, this must be fairly and quickly investigated and resolved with due regard to the rights and obligations of all concerned parties.

## Purpose

- a) To resolve complaints fairly, consistently and as quickly as possible.
- b) To protect the rights of any person who is the subject of a complaint and of the complainant.
- c) To set up a procedure attached to this policy, for dealing with complaints which is consistent with the relevant employment contracts and legislation.
- d) To put in place corrective or disciplinary action.

## Guidelines

Any person who is the subject of a complaint is "innocent until proven guilty".

Any person who is the subject of a complaint has a right to be heard in connection with the complaint and respected regardless of the circumstances.

Any person who is the subject of a complaint has a right to know the details of the complaint.

Every person who is the subject of a complaint has the right to be represented by organisations such as the School Trustees Association and the Post Primary Teachers Association.

The privacy of all individuals concerned will be protected in compliance with the Privacy Act 1993.

In all cases, the Board of Trustees, in dealing with complaints, will act as a good employer.

A complaint about any aspect of the school's operations or any behaviour involving a teacher, or a student or students which is received by the Principal may be resolved without automatic reference to the Board of Trustees. The Principal must keep on file details of any investigation or action taken and provide monthly advice to the BOT on complaints received and addressed. Any complaint involving allegations of serious misconduct will be forward by the Principal to the BOT chair and Personnel Committee.

A written complaint addressed to the Board of Trustees either independently or on the advice of the principal, will be dealt with as follows:

1. There should be established immediately and for the purpose, a Complaints Investigating Committee (Personnel) made up of the chairperson and at least one other trustee. The Principal may act as consultant to the committee.
2. The chairperson of the board of trustees shall act as convener of the Complaints Investigation Committee. If the complaint relates to the chairperson, then the Board of Trustees shall appoint another trustee to be the convener of the Complaints Investigation Committee.
3. Depending on the circumstances and nature of the complaint the Board of Trustees may also appoint to the committee one representative of any group which has a legitimate special interest in the matter.

4. Before any complaint relating to any staff member, the Principal or Board of Trustee member can be acted upon, it must be expressed in writing to the Complaints Committee.
5. The person against whom the complaint is made, whether a staff member, the Principal or a trustee, will be immediately advised to make no further comment until they have sought professional assistance.

Where a complaint concerns a staff member or the principal, the Board of Trustees will consult the School Trustees Association and the insurer or obtain legal advice before taking any disciplinary action whatsoever.

The committee shall inform the person who is the subject of the complaint about the precise nature and source of the complaint and call for, receive and consider that person's response (preferably in writing) to the complaint by a stipulated date. This date should allow a reasonable time for the person to organise his/her response.

If the committee reaches the conclusion that there is a lack of merit and substance in the complaint, it shall recommend to the board of trustees that no further action should be taken regarding that complaint.

Should the committee uphold the complaint the procedure to be followed would be determined by the nature of the offence: legal, ethical or against Te Aroha College Board of Trustees policy.

c/f

- **Te Aroha Board of Trustees policies**
  - Unlawful Discrimination
  - Reporting of Abuse
  - Student Abuse Allegations Against Employees
  - Privacy Act
  - Protected Disclosures
  - Public Statements
  - Internet Access and Use
  - Alcohol and Drug
  - Smoke Free Environment-
  - Vulnerable Children's (VCA)
  - Health & Safety Act & Policy (HAS)
- Te Aroha College Staff Manual
- Secondary Teachers' Collective Agreement
- EDUCANZ Code of Ethics &
- BOT Code of Conduct & Ethics

This policy will be reviewed annually.

Ratified by Board

\_\_\_\_\_ Signed for BOT

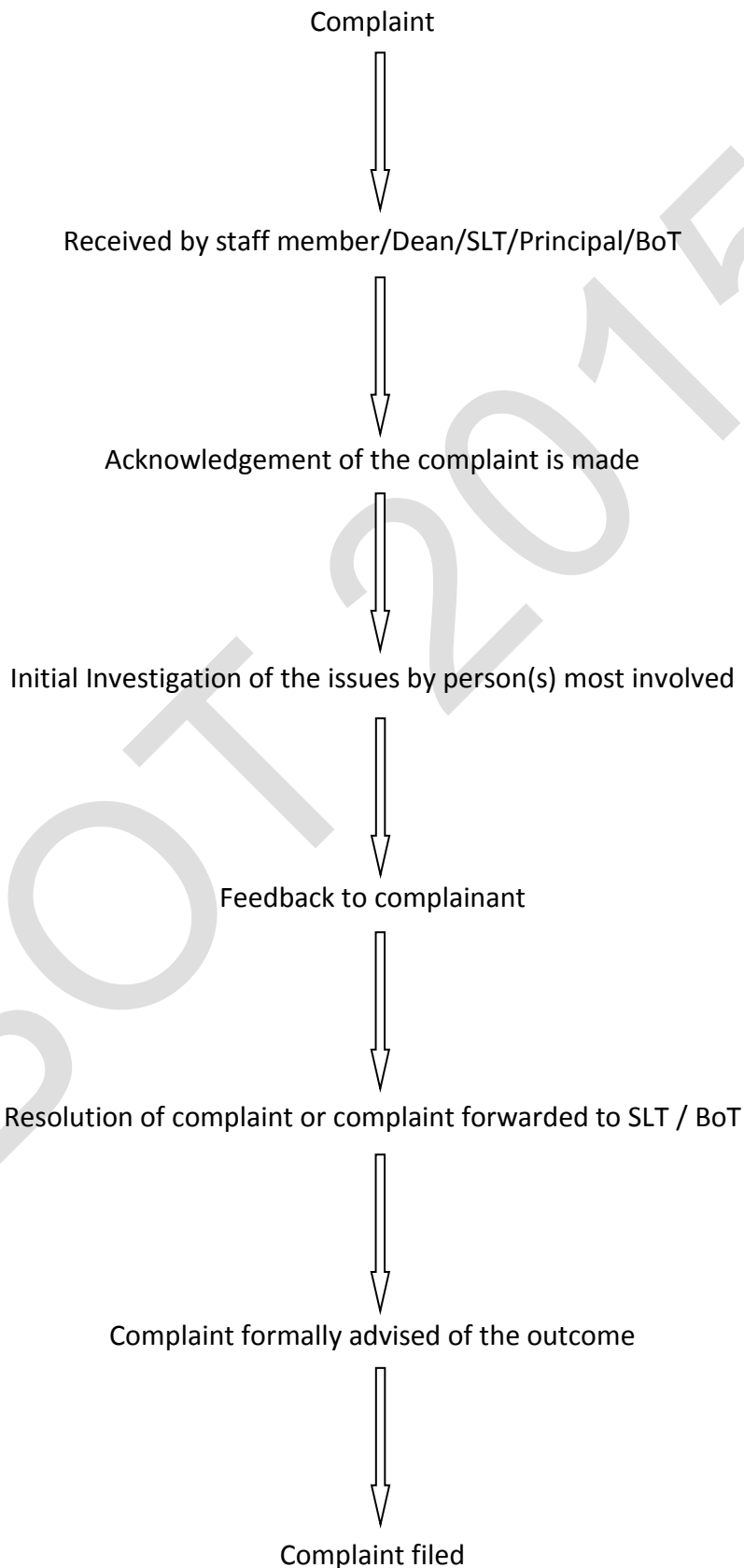
\_\_\_\_\_ Signed Principal

Date: December 2015

This policy will be reviewed in December 2016

## **Te Aroha College Complaints Process**

The Bot respectfully requests that complaints regarding school matters are lodged with the Principal or Principals delegates in the first instance and should not be brought directly to individual BOT members.



# Te Aroha College Complaints Process

