



WAIKATO DIOCESAN
School for Girls

In relation to para [1](a) of
Schedule A

Concerns and Complaints Policy

NAG 3 – Personnel

Policy # 3.6

Rationale

The Board of Trustees and the Proprietor's Board of the Waikato Diocesan School for Girls recognise the importance of responding to complaints in a fair, consistent and timely manner and in accordance with the relevant employment contracts, legislation and the school's codes of conduct to achieve positive resolution. Parents/caregivers, students, staff and community members must feel confident that there is a procedure in place that enables complaints to be examined fairly and a suitable resolution found as quickly as possible.

Policy Statement

It is the policy of this school to:

1. ensure fairness and consistency when dealing with complaints.
2. deal with complaints in line with set procedures such as in Collective Agreements.
3. put in place corrective or disciplinary action where this is deemed appropriate.
4. safeguard the rights of both complainants and of other staff or students involved.

Guidelines

1. All members of the school community have the right to have their concerns listened to and addressed. All complaints will be investigated and where possible, the complainant will be given a reasonable time frame within which a response will be received.
2. Concerns can often be resolved informally by the persons receiving them and this informal approach should be used when possible. Concerns and complaints should therefore be addressed at the lowest appropriate level (see the relevant Concerns and Complaints Procedure flow chart attached to this Policy) and escalated only when they cannot be resolved or if they are of a serious nature.
3. Complaints may be made in writing (or in person in the first instance and formalised in writing) to the relevant staff member.
4. While complaints will be treated in confidence as much as possible, the person against whom the complaint has been made will be notified at the earliest reasonable opportunity. Other parties may be informed at the Principal's discretion. Where appropriate, alternative dispute resolution, such as mediation, may be sought from relevant organisations.
5. Complaints of a serious nature or complaints that remain unresolved through the outlined procedure should be directed to the Principal in person, by appointment, or in writing.
6. In the case of a complaint against the Principal, a formal written complaint should be addressed to the Chairperson of the Board of Trustees and/or Proprietor's Board.

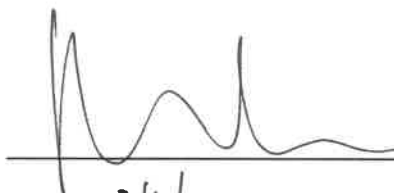
7. Complaints about the conduct of any individual board member should be directed to the relevant Board Chair.
8. Complaints against the Board of Trustees and/or the Proprietor's Board, or the Board Chair(s), will be acknowledged and referred to the School Trustees Association (in respect of the Board of Trustees) and/or to the Waikato Board of Diocesan Schools (in respect of the Proprietor's Board) in order to establish an appropriate and unbiased course of action.
9. Documentation relating to any complaint will be stored in a complaints file, which will be held by the school in confidential storage.
10. In dealing with any complaint related to staff the school will act as a good employer and in accordance with the relevant conditions of the current employment agreement pertaining.
11. Complaints made by a member of staff against another member of staff should be consistent with the school's customary restorative practices.
12. Where necessary the school will assist with any language issues or cultural sensitivities.
13. All parties to the complaint will be informed by the Principal or Board of Trustees and/or Proprietor's Board Chairperson, at the earliest reasonable opportunity, of the outcomes of the complaint enquiry or hearing.
14. Anonymous complaints cannot be responded to but the Principal and/or Board(s) may choose to investigate such a complaint, at their discretion.
15. The Concerns and Complaints Policy and Procedures will be made available to the school community, including through the school's website.

Procedures:


Appendix 1: Parent/caregiver concerns and complaints procedure

Appendix 2: Staff concerns and complaints procedure

Adopted by BOT:

 Signed (BOT Chairperson)
13/4/22 Date

Adopted by PB:

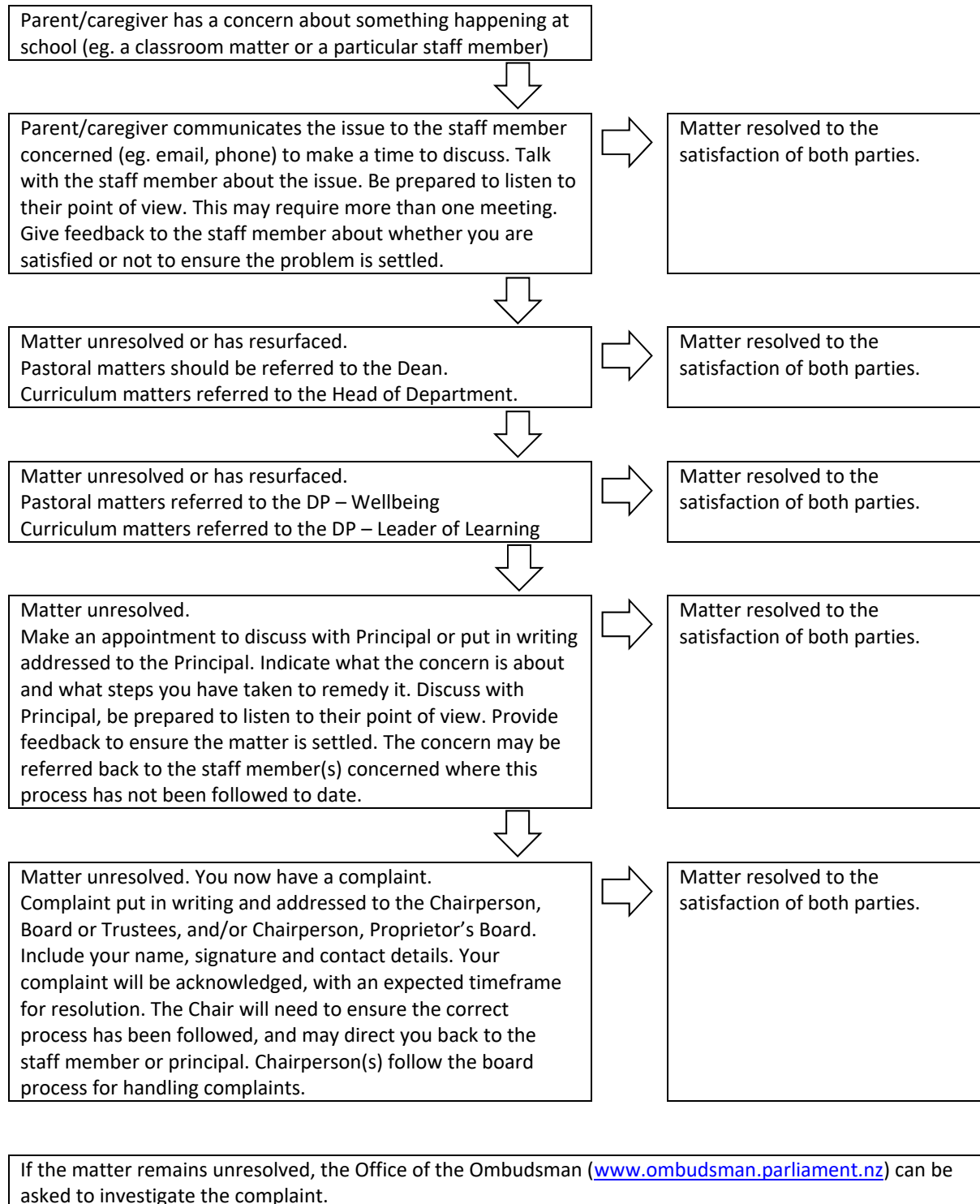
 Signed (PB Chairperson)
30.3.22. Date

Reviewed: 2022	Next review: 2025
----------------	-------------------

Appendix 1: Concerns and Complaints Procedure for parents/caregivers

NAG 3 – Personnel

Policy # 3.6





Appendix 2: Concerns and Complaints Procedure for staff members

NAG 3 – Personnel

Policy # 3.6

