



Concerns/Complaints Policy

Purpose

- To ensure all concerns/complaints are investigated in a fair and just manner with the intention for resolution.
- To make clear the process to be followed.

Guidelines

1. The Complaints Procedure flow chart will be a guide for action.
2. We will endeavour to resolve all concerns/complaints through discussion.
3. Those with a complaint should first approach the person against whom they have a complaint. (It is acknowledged that this is not always an option).
4. Where the defendant is approached initially, they may state that they wish the matter to be continued with a support person present.
5. Concerns/Complaints regarding a pupil should first be referred to the classroom teacher. If problem remains unresolved then approach should be made to the Team Leader in charge of area (i.e. junior/middle school) – to Principal if problem persists.
6. Written complaints to be acknowledge within seven days.
7. If the complaint remains unresolved, the complainant is advised to submit the complaint in writing to the Board of Trustees. (All written complaints must be acknowledged in writing within seven days of receipt by the Board of Trustees. A written complaint must be signed by the complainant)
8. A case sheet will be used for recording receipt of complaints and checking on follow up action.
9. If legal or further action is to be taken, the School Trustees Association, NZEI and Catholic Education Office should be contacted, or any other relevant agency.
10. No contact will be made with the public or the media, except through the designated Board of Trustees member (usually the Chairperson). The Catholic Communication Officer should proof all media statements.