

O9. Concerns and Complaints Policy

Outcome statement

All complaints, concerns and incidents are attended to promptly, respectfully and professionally and seek to bring effective resolution to all parties concerned. In keeping with the special Seventh-day Adventist Character of the school, the principles of Matthew 18:15-17 will guide processes.

Scoping

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.

Delegations

The Board delegates to the Principal full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the Principal, responsibility lies with the Board Chair in the first instance and the Board in general.

Expectations and limitations

In complying with the policy, the Principal shall not fail to:

- implement and maintain robust procedures to meet the policy requirements
- ensure that the process for complaints or grievances is clearly communicated and easily accessed

The Board, when receiving the written complaint must ensure:

- that the complainant has previously followed the school's concerns and complaints procedure and that the complaint has been escalated to board level correctly.
- if the complaint is regarding the Principal or if a policy violation may have occurred, the Board in the first instance will consider whether this may be dealt with in an informal manner (as per the employment agreement provisions that apply to the Principal).
- That in considering the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, it seeks the support and advice in the first instance from an NZSTA adviser to ensure due process is followed.

Procedures/supporting documentation

Complaints Procedure (2.05) and accompanying documents

Monitoring

The Principal shall maintain a register of complaints and resolutions and report to the Board at least quarterly per annum outlining numbers of complaints, resolution success figures and any areas of concern for Board deliberation.

Complaints, concerns and feedback with associated resolutions and learnings shall be shared as a formal agenda at regular staff meetings ensuring parties' privacy is maintained.

Legislative compliance

[Employment Relations Act 2000](#)

[Privacy Act 1993](#)

Reviewed: 8 December 2020	Next review: 8 December 2023
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