



West End School

Te Kura O Urumutu

Complaints Policy

RATIONALE:

To provide a safe and supportive learning environment for all where concerns and complaints are treated in a serious, fair and consistent manner.

PURPOSE:

- To set out procedures for dealing with concerns or complaints from or regarding pupils, parents, staff, Board of Trustees and the wider community.
- To distinguish between informal concerns and complaints and formal written complaints made to the Board of Trustees.
- To enable concerns and complaints to be resolved quickly and fairly.
- To ensure that procedures are followed according to the relevant Employment Contracts in force at any time.

GUIDELINES

- Any concern or complaint is treated as strictly confidential to the parties concerned.
- A set of procedures to deal with complaints shall be published in the school newsletter for parents and students at the beginning of each year.
- A set of procedures will be distributed to each staff member.
- All genuine concerns and complaints are to be acknowledged and written complaints documented.
- In dealing with complaints about staffing, the employer must act in accordance with the relevant employment agreements and current legislation.
- Appropriate action will be instigated to resolve a complaint.
- Unresolved complaints can be taken further and made in writing to the Principal or Board Chairperson as appropriate.
- Outside agencies may be asked for advice in any situation where the Board of Trustees thinks appropriate.
- The complainant is informed of the outcomes by the most appropriate person.
- If personal information is required to be divulged in order to resolve a complaint, the school's privacy officer (Principal) should be consulted first. If the information relates to the Principal then it should be directed to the Board Chairperson.
- Complaints should be resolved as quickly as possible so that parties concerned can move on and the education process continue.

Signed:  (Board Chair)

Name: 

Date: 

Review Date:

2. Parents / Caregivers / Staff will be informed of the school procedure relating to the handling of complaints. A copy of the Flow Chart outlining procedures for dealing with concern / complaints will be given to any person