

Complaints Policy

Purpose:

1. To uphold WSC's expectation that all members of the school community will observe high standards of interaction and conduct.
2. To ensure that all complaints are dealt with in a fair and consistent and timely manner according to established guidelines and agreed procedures which take account of employment agreements, legislation and the WSC Code of Conduct.

Guidelines:

1. All serious complaints should be passed to the principal.
2. Procedures for dealing with complaints will be based on the principles of natural justice.
3. When dealing with complaints the school will act in accordance with:
 - a) relevant legislation and employment agreements;
 - b) good practice, including avoidance of any conflict of interest
4. Mediation or advocacy may be sought from internal or external agencies or support groups.
5. Complaints will be made in writing or in person.
6. Anonymous complaints will not be responded to.
7. Documentation regarding serious complaints will be stored in a secure complaints file by the principal in accordance with the Privacy Act 1993 (principles 10 & 11).
8. Complaints of a serious nature, against
 - a) staff members - will be directed to the principal, and, at the principal's discretion, to the board.
 - b) the principal - will be handled by the board chair.
 - c) parents - will be directed to the principal, and, at the principal's discretion, to the board.
 - d) students - will be directed to the principal, and, at the principal's discretion, to the board.
 - e) international students - will be handled in accordance with the Code of Practice for the Pastoral Care of International Students.

f) (i) the board - for response by the board taking into account the following guidelines:

(aa) there is an expectation that advice will be sought from NZSTA;

(bb) where conflicts of interest are identified, those affected should not participate;

(cc) if all or a majority of board members have a conflict of interest, the matter should be referred to a suitably qualified independent person;

(dd) where an independent person is engaged, terms of reference and any process to be followed should be notified to all board members

(f) (ii) the board chairperson - will be directed to all board members who will seek advice from NZSTA in a manner consistent with f) (i).

(f) (iii) a board member (excluding the principal) - will be directed to the board chairperson and all board members who will seek advice from NZSTA in a manner consistent with f) (i) and (ii).

9. Complaints of a serious nature, involving the Rumaki whānau, against

- a) Rumaki staff members - in the first instance will be directed to the tumuaki and through him/her to the principal, and, at the principal's and tumuaki's discretion, directed to the board chairperson and the Rumaki board representatives.
- b) the Rumaki tumuaki - will be handled by the principal, and, at the principal's discretion, referred to the board chairperson and Rumaki board representatives.
- c) Rumaki parents - will be directed to the tumuaki, and through him/her to the principal, and, at their discretion, to the board chairperson and the Rumaki board representatives.
- d) Rumaki students - will be directed to the tumuaki, and through him/her to the principal, and at their discretion to the board chairperson and the Rumaki board representatives.

10. Serious complaints may involve the following:

- a) Competence matters
- b) Professional misconduct
- c) Safety matters
- d) Harm to reputation

11. Any behaviour that endangers a staff member or student may result in the removal of the person responsible from the school site while the complaints procedures are followed. Police notification, legal action and trespass orders may be employed.

12. Parental concerns relating to pastoral care matters such as attendance and other routine school requirements should be directed to the dean or form teacher.

13. The complaints policy and procedures will be published on the school website, in the staff handbook and elsewhere as appropriate.

Ratified by Board:

signed for BOT

10/10/11

date

Review:

10/10/14

date

signed for BOT

Other relevant documents:

1. Abuse, Health & Safety, and Protected Disclosures policies
2. Code of conduct for students
3. Collective employment agreements