

5.4 COMPLAINTS POLICY

Purpose

All complaints regarding matters involving Papamoa College from members of the community will be investigated in a fair and professional manner. A complaint may be lodged by a staff member, student, whānau, or member of the wider school community.

Procedures

1. At all times the school will follow the advice of the New Zealand School Trustees Association.
2. In any matter involving a complaint involving an employee of Papamoa College they will be formally advised of their right to representation at any stage of the complaints process.
3. The principles of natural justice apply during any process involving a complaint.
4. The *Complaints Flow Diagram* should be followed when addressing all complaints.
5. In the first instance (and when appropriate) the complainant should address their concern with the person concerned.
6. All complaints (which should preferably be in writing) must clearly outline the details of the complaint being made and the name(s) of person(s) involved.
7. The Principal (or nominated Deputy Principal) shall undertake an initial investigation to determine the facts surrounding the complaint. If the complaint is against the Principal then the Board will undertake the initial investigation. If the facts emerging from the initial investigation suggest there is no foundation to the complaint or it is capable of being remedied informally with the agreement of all the parties concerned, then this shall conclude the investigation and the outcome advised to those concerned.
8. If the complaint is not capable of being resolved informally then the Board of Trustees will formally further the matter. This may result in an independent investigation being initiated to fully investigate the matters concerned in the complaint.
9. All matters involving a complaint in writing will result in all parties receiving formal notification of the outcomes of the complaints process.

CONCERNS & COMPLAINTS POLICY FLOW CHART

