

## 5.5 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. Concerns and allegations about a member of staff and a suspicion of abuse, grooming or risk of harm to a student will be investigated. Anonymous allegations that involve a student will be investigated.
8. The Principal (or nominated delegate) 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.
9. If the complaint is not capable of being resolved informally then the Board will formally further the matter. This may result in an independent investigation being initiated to fully investigate the matters concerned in the complaint.
10. All matters involving a complaint in writing will result in all parties receiving formal notification of the outcomes of the complaints process.
11. If a complaint is not upheld, nothing about the allegation will be recorded on personal files. However the full record of the information obtained in the investigation will be kept in a separate file that will be strictly confidential.
12. In the event the International Student or the Parent is dissatisfied with a decision made by the School or is dissatisfied with the process the School followed when making the decision, they have the right to have the decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.
13. Complaints to NZQA and the Dispute Resolution Scheme (DRS):

<http://www.fairwayresolution.com/istudentcomplaints>

<https://www.istudent.org.nz/>

If an international student's complaint is not resolved in the school, they can contact the New Zealand Qualifications Authority (NZQA), who will process their complaint. NZQA will be the first point of contact for all complaints about the Code and will investigate complaints about suspected breaches of the Code.

Completed complaint forms, along with supporting evidence, can be sent to:



The Complaints Officer New Zealand Qualifications Authority- PO Box 160 - Wellington 6140 or Email/scan the completed form along with scans of any supporting evidence to: [schoolcode.enquiries@nzqa.govt.nz](mailto:schoolcode.enquiries@nzqa.govt.nz)  
<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf>

For more information on the complaint process, students can contact NZQA on 0800 697 296. Ministry of Education's guidance for schools on stand-downs, suspensions and termination of enrolment:  
<http://www.education.govt.nz/school/managing-and-supporting-students/studentbehaviour-help-and-guidance/stand-downs-suspensions-exclusions-and-expulsionsguidelines/>

## CONCERNS & COMPLAINTS POLICY FLOW CHART

