

## WAITAKERE COLLEGE

**POLICY: SECTION C**

**PERSONNEL MANAGEMENT**

**POLICY:**

**Complaints**

**DATE OF REVIEW:**

**May 2018**

**REVIEWERS:**

**Mark Shanahan, Ants Cotton, Personnel Sub- Committee**

### **GOALS:**

- To state how the Principal and Board will respond to complaints against any aspect of the school's performance. This may include the behaviour of staff or students or aspects of the school's systems.
- To ensure that any complaints are dealt with in a fair and consistent manner and in accordance with the relevant employment contracts, legislation and the school's codes of conduct.

### **OBJECTIVES:**

- To ensure consistency when dealing with complaints.
- To deal with complaints in line with set procedures.
- To put in place corrective or disciplinary action.

### **GUIDELINES:**

1. Complaints should be made in writing or in person.
2. Documentation is stored in the complaints file.
3. Complaints of a serious nature should be directed to the principal.
4. Other parties are informed at the principal's discretion and appropriate action taken at that point as required.
5. In cases of complaint against the principal which remains unresolved in the first instance, a formal written complaint must be made to the BoT Chairperson.
6. Complainants are informed by the principal or his/her nominee or BoT Chairperson of the outcomes of the complaint.
7. Where appropriate outside mediation may be sought from organisations such as STA, PPTA, NZEI etc.
8. In dealing with any complaint the school will act in accordance with the relevant conditions of the current employment contract(s).
9. If the complaint raises issues of concern about a staff member the provisions of the policy on Staff Causing Concern will be followed.
10. In all cases the Board in dealing with complaints will act as a good employer.
11. If the complaint raises issues of concern about the behaviour of students the school will act in accordance with the provisions of the Student Management and Discipline, Suspensions and Stand-Downs and Reinstatement of Suspended or Stood Down Students policies and relevant legislation.

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Signature of Chairperson

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Signature of Principal

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Date