

WAITAKERE COLLEGE

SECTION G: ATTACHED UNITS – (INCLUSION SUPPORT CENTRE –Te Whare Rangimarie)

Policy: Complaints (Parent/Caregiver/Student – Staff)

Date of Review: November 2016

Reviewer: HoD Inclusion Support Centre, Assistant HOD and Therapists, Shona Smith
(Deputy Principal), Special Needs Sub-Committee

Goals:

1. To ensure that any complaints are dealt with in a fair and consistent manner and in accordance with the relevant legislation and the school's codes of conduct.
2. To be followed in the event of a complaint about any aspect of the Centre's performance.

Objectives

- 1 To ensure consistency when dealing with complaints.
- 2 To deal with complaints in line with set procedures
- 3 Wherever possible to reach a satisfactory resolution
- 4 Where necessary to put in place corrective or disciplinary action

Guidelines

- 1 Parents and students have the right to make complaints and should be notified of procedures open to them.
- 2 Parent/caregiver/student raises the issue of concern with the staff person.
- 3 HoD ISC is to be notified immediately of any complaints made by parents/caregivers/students.
- 4 The parties concerned dialogue to reach understanding, with a support person, interpreter and/or assistive technology as necessary.

IF NOT:

Parent/caregiver, HoD ISC, staff person meet to dialogue further. This meeting is to be minuted.

If a resolution has not been reached, the parent/caregiver is then directed to discuss their complaint with the Principal.

Chairperson

Principal

Date