

WAITAKERE COLLEGE

Section G **ATTACHED UNITS – (INCLUSION SUPPORT CENTRE –Te Whare Rangimarie)**

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

Date of Review: **August 2020**

Reviewers: **HOD Inclusion Support Centre, Assistant HOD, Head Therapist, Ants Cotton (Deputy Principal)**

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 ensure that appropriate steps are 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 a resolution is not met through the above:

- The parent/caregiver, HOD ISC, staff person will meet to dialogue further.
- If a resolution is still not reached, the parent/caregiver is then directed to discuss their complaint with the Principal.

Chairperson

Principal

Date