

SECTION G (NELP 1) ATTACHED UNITS – (INCLUSION SUPPORT CENTRE – Te Whare Rangimārie)

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

Date of Review: August 2024

Next Review: August 2027

Reviewers: HOD Inclusion Support Centre, Assistant HOD, Lead Therapist, Associate 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 complaints policy.
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 should raise the issue of concern initially 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, and staff member involved 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