

Policy: Concerns and Complaints

Policy Statement

Manurewa High School recognises its responsibility to respond to complaints in a fair and consistent manner and in accordance with the relevant employment contracts, legislation and the School's codes of conduct.

Procedural Guidelines

- Complaints may be made in writing or in person.
- Documentation is stored in the complaints file which is held by the Business Manager.
- Complaints of a serious nature must be directed to the Principal and/or the *Chairperson* of the Board of Trustees.
- Other parties are informed at the Principal's discretion and appropriate action taken at that point as required.
- In cases of complaint against the Principal which remains unresolved in the first instance, a formal written complaint must be made to the Board of Trustees Chairperson.
- Complainants are informed by the Principal or BOT Chairperson of the outcomes of the complaint.
- Where appropriate, outside mediation may be sought from organisations such as STA, PPTA, NZEI, etc.
- In dealing with any complaint the School will act in accordance with the relevant conditions of the current employment contract(s).
- In all cases the Board in dealing with complaints will act as a good employer.

Review schedule: August 2018

ADOPTED BY BOARD OF TRUSTEES			
Date	30 July 2003	Chairperson	M J Bailey

REVIEWED	Date	25 May 2005	Chairperson	S Smith
AMENDED	Date	23 August 2006	Chairperson	S Smith
AMENDED	Date	24 September 2008	Chairperson	S Smith
AMENDED	Date	26 September 2011	Chairperson	S Smith
AMENDED	Date	24 August 2015	Chairperson	S Smith
REVIEWED/AMENDED	Date	Chairperson