

## Policy: Concerns and Complaints

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### 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.
- Complaints Register to be developed and check of processes undertaken.

Review schedule: **April 2022**

ADOPTED BY BOARD OF TRUSTEES			
Date	<b>30 July 2003</b>	Chairperson	<b>M J Bailey</b>

<b>REVIEWED</b>	Date	<b>25 May 2005</b>	Chairperson	<b>S Smith</b>
<b>AMENDED</b>	Date	<b>23 August 2006</b>	Chairperson	<b>S Smith</b>
<b>AMENDED</b>	Date	<b>24 September 2008</b>	Chairperson	<b>S Smith</b>
<b>AMENDED</b>	Date	<b>26 September 2011</b>	Chairperson	<b>S Smith</b>
<b>AMENDED</b>	Date	<b>24 August 2015</b>	Chairperson	<b>S Smith</b>
<b>REVIEWED/AMENDED</b>	Date	<b>29 April 2019</b>	Chairperson	<b>S Smith</b>