

2.9 Complaints

Statement of Intent

Paraparaumu College has transparent processes for dealing with complaints that enable a complaint to be expressed with the assurance it will be dealt with fairly, in a timely manner, and in the strictest confidence.

Board Expectations

The Board expects that all complaints are taken seriously and dealt with fairly and in confidence. In doing so:

- College processes and procedures will uphold this policy;
- the rights and dignity of all parties will be respected;
- anyone with a concern is encouraged to consider discussing the matter directly with the person involved as soon as possible;
- complaints will be made in writing, identifying all parties, and all parties will be given an opportunity to respond in writing;
- except for complaints regarding the Principal, all complaints will be referred to the Principal;
- complaints regarding the Principal will be referred to the Board Chair;
- complaints regarding the Board of Trustees (the body, not individual members) can be referred to the Office of the Ombudsman;
- the Principal or Board Chair (as applicable) will ensure that the school insurers are notified where appropriate;
- the Principal will consult with the Board or refer the complaint to the Board where s/he deems it appropriate;
- complaints relating to employment matters will be conducted in accordance with the relevant employment contract provisions and employment law;
- the consideration of tikanga Maori and whānau/family, hapū, or iwi involvement in the resolution of complaints will be included in the College's Procedures and Guidelines for Dealing with Complaints;
- Police or other outside agencies will be involved where deemed necessary by the Principal or Board;
- at the discretion of the Principal and / or the Board, a confidentiality agreement between the parties may be required; and
- all parties will be informed of the outcome of any investigation.

Supporting Documents

The following associated documents underpin this policy and shall be made available at Paraparaumu College upon request:

- Education Act 1989 s392-395, s399
- New Zealand Teachers Council (Making Reports and Complaints) Rules 2004
- Code of Practice for Pastoral Care of International Students

The following document(s) are related to this policy and will be available in the school:

- Employment contracts
- Personnel Policy

The Principal or delegated staff shall implement and maintain the following procedures and practices relating to this policy:

- Procedures and Guidelines for Dealing with Complaints
- Procedures and Guidelines for Pastoral Care

Delegations

Responsibility for the enactment of this policy is shared by the Board and the Principal (as applicable).

Approval Dates: 28 April 2015, 20 September 2016

Review Date (Annual): May 2017

Signed by the Chairperson of the
Board of Trustees on behalf
of the Board of Trustees


