



## TE AWAMUTU COLLEGE

# POLICY STATEMENT ON COMPLAINTS CONCERNING STUDENTS

### Rationale

The individual concerns of all staff, students, parents/caregivers or community members need to be recognised and the wider interests of both the school and community protected and enhanced. Concerns related to students either by staff, other students, parents/caregivers or community members are dealt with in the school's Discipline and Guidance procedures. All complainants have a right to fair, non-threatening treatment. The school environment should be such that parents/caregivers, staff, students or community members feel able to come forward with concerns and know all matters will be dealt with fairly and in the strictest confidence.

### Purposes

1. The procedures will ensure the safety of the complainant and that the rights and dignity of students shall also be respected.

### Guidelines

1. All complaints (verbal and written) will be taken seriously and investigated in a timely manner by the appropriate person(s). Formal complaints against students should identify all parties and relate to serious specific issues.
2. Complaints will be referred in the first instance to the appropriate person, a student wishing to discuss a complaint is likely to see their Deans; staff would complete a referral to Deans/Senior Leadership; parents/caregivers would contact Deans/Senior Leadership; community members are likely to contact the Main Office or Student Centre and support staff would refer on to appropriate person.
3. Formal complaints should be submitted in writing.
4. Where appropriate there will be early consultation with all parties concerned.
5. Guidance and support will be available to staff and students when necessary.
6. If a complaint is to become the subject of formal disciplinary investigation then this shall be conducted in accordance with Behaviour Management Policy and Procedures.
7. Police and other agencies should usually only be involved after communication and/or consultation with parents/caregivers has occurred.
8. Complainants will be kept informed of the outcome of any investigation

CHAIRPERSON

DATE 24/2/21

PRINCIPAL

DATE 26/1/21