



TE AWAMUTU COLLEGE

POLICY STATEMENT ON COMPLAINTS CONCERNING STAFF

Rationale

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


Purposes

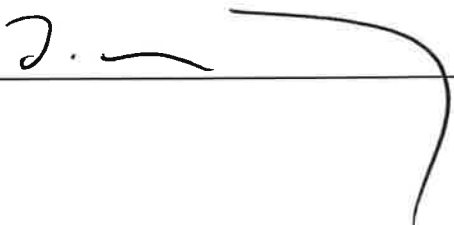
1. The procedures will ensure the safety of the complainant and that the rights and dignity of employees shall also be respected.

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 staff should identify all parties and relate to serious specific issues.
2. Complaints will, in most cases, be referred in the first instance to the appropriate area of management, e.g. complaints about the Principal would be referred to the Chairperson of the Board; members of staff to the Principal.
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 relevant employment Collective Agreements provisions and natural justice.
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.
9. If a complainant is still dissatisfied after being informed by the Board about any outcome(s), they have the right to contact the office of the Ombudsman www.ombudsman.parliament.nz.

CHAIRPERSON  DATE 11/3/24

PRINCIPAL  DATE 7/3/24