



Postal Address: Box 3052, Kaiti Mall, GISBORNE

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Email: office@kaiti.schoolzone.net.nz

POLICY FORMAL COMPLAINTS PROCEDURE 2021

Rationale :

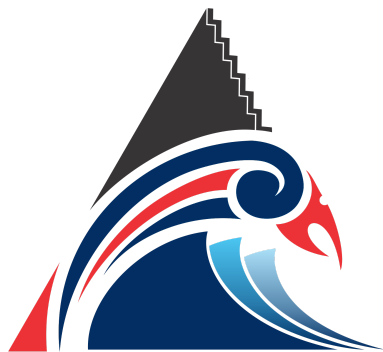
A standardised procedure for the investigation of complaints will ensure fairness for all.

Purposes :

1. To provide a standardised system for formal complaints for any school matter.
1. To provide a guideline for the recording and investigation of any complaint made, including advising complainants of the result.
2. To ensure all complaints are appropriately resolved to the satisfaction of the Board of Trustees and any corrective action needed is implemented.

Guidelines :

1. Complaints will be recorded in writing but signed by the person making the complaint, so as to remove ambiguity.
1. All complaints will be forwarded to the school office where they will be kept on file with associated paperwork.
2. All complaints will be acknowledged in writing with a copy of the letter of acknowledgement going to the Board of Trustees. The written acknowledgement must advise the time-frame for investigation and reporting back of the result, if appropriate.
3. All complaints will be brought to the attention of the Principal or if they relate to the Principal they will be brought to the attention of the Deputy Principal who will forward to the Chairperson of the Board of Trustees.
4. The Principal shall be responsible for ensuring that all complaints are properly investigated, resolved and documented in the register. Complainants will be advised of the result in writing, except where the complaint relates to the Principal in which case the Chairperson of the Board of Trustees shall have those responsibilities.
5. All complaints which either the Principal or the Chairperson consider 'serious' will also be brought to the attention of the full Board of Trustees.
6. Complaints will be investigated in accordance with the Grievance procedures set out in any Collective agreements covering employees in the school.



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7. All complaints will be investigated promptly and the report completed within 14 days. Should an extension be required the complainant will be advised in writing the reason for the delay and the new completion date.
8. All complaints will be investigated by a person higher in the school structure than the person complained against, or where the complaint refers to school procedure or objects/ items in the school, the Principal shall decide who shall carry out any necessary enquiry.
9. A report shall be submitted to the Board of Trustees setting out the enquiry carried out, the results and the recommended action. The board will consider this information and respond to the complaint.

Conclusion: The above procedure will ensure all complaints are treated confidentially and fairly respecting the rights of all parties.

Signed _____
Board Chairperson

Dated June 2021