

20. Concerns and Complaints Process

Outcome Statement

The Board of Trustees shall ensure that effective procedures are in place that all complaints, concerns and incidents are attended to promptly, respectfully and professionally, and seek to bring effective resolution to all parties concerned.

Definition/Application/Scope

In order to maintain a safe and comfortable environment for all students, staff and visitors an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.

Responsibility for Delivery/Attached Procedures

The Board of Trustees delegates full responsibility of ensuring processes are in place and operating effectively and adequately to the Principal. Except where the complaint or grievance is concerning the Principal, whereupon the complaint or grievance shall be addressed to the Board of Trustees.

Procedures

The Parent/Whanau concerns and complaints procedure and the staff concerns and complaints procedure shall apply to this Policy.

Boundaries/Limitations

In complying with the policy the Principal shall not fail to:



- Implement and maintain robust procedures to meet the policy requirements
- Ensure that the process for complaints or grievances is clearly communicated
- Report to the Board of Trustees as below

Reporting/Measuring/Monitoring

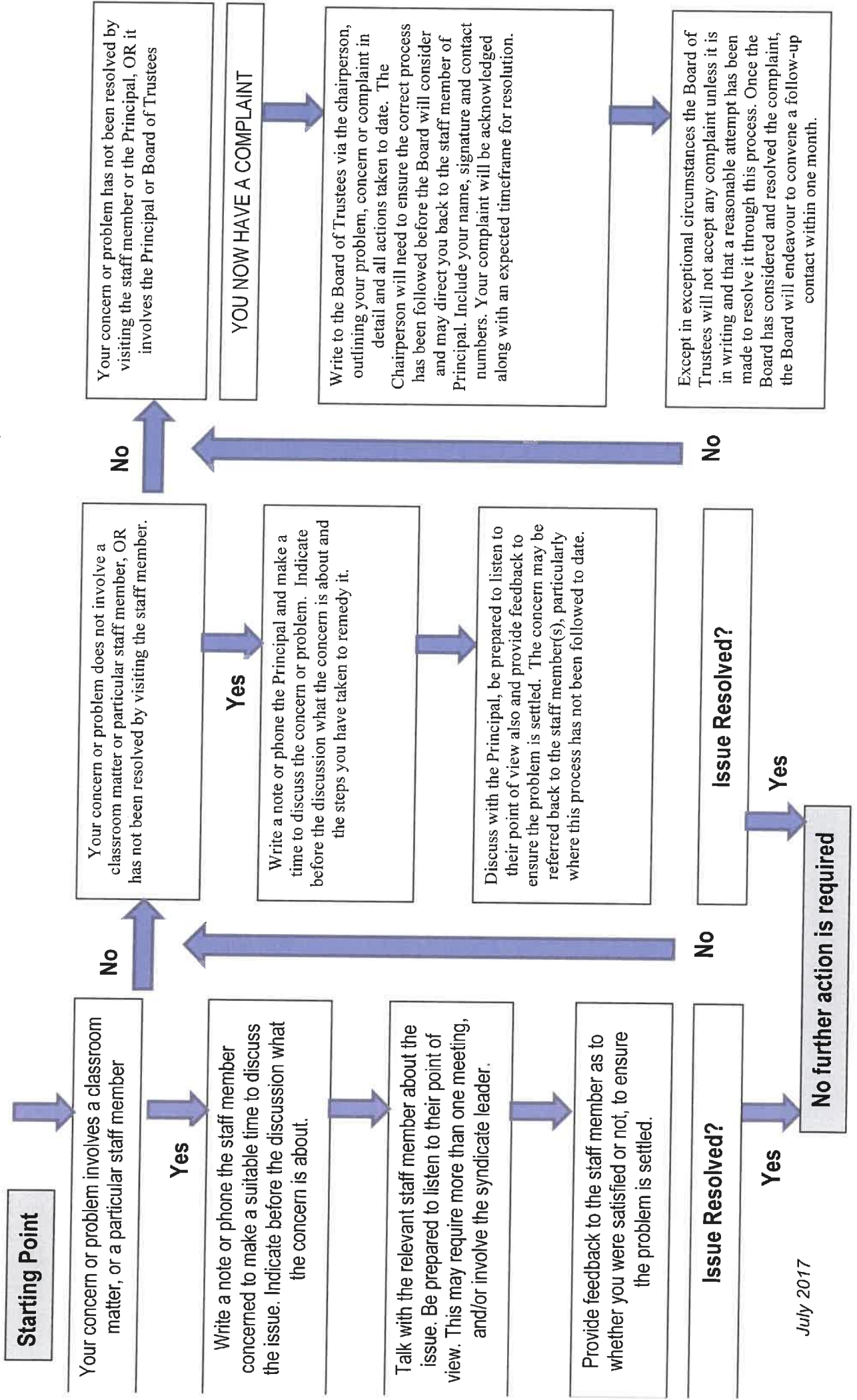
The Principal shall maintain a register of complaints and resolutions and shall report to the Board of Trustees at least quarterly per annum outlining numbers of complaints, resolution success figures and any areas of concern for Board deliberation.

Legislative Compliance/Associated Documents

Review schedule: Triennially

2017 BOT chair		Date: <u>12/9/17</u>	Principal: _____	Date _____
2020 BOT chair		Date: <u>1-12-20</u>	Principal: _____	Date _____

Procedure for dealing with Concerns and Complaints at School



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MASSEY PRIMARY SCHOOL

POLICY STATEMENT 8 COMPLAINTS

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Legislative Compliance/Associated Documents

Approval Date/Reviewed Dates

Next Review/Responsibility