



## PROCEDURE 3.1.6

### COMPLAINTS PROCEDURE

#### PRINCIPLE:

The principle of this procedure is to ensure that complaints are resolved in a manner that accords fair process to the complainant and persons complained about. It aims to achieve an outcome to complaints that is accepted by the parties involved, meets the Board's commitment to community consultation, being a good employer, self-review and the needs of students.

The procedure is also designed to provide a safe and healthy work and learning environment free from any form of sexual harassment (sexual harassment is any form of behaviour that demeans a person because of their gender). The school will not tolerate any form of sexual harassment (verbal/implied/physical etc) at school or during school activities.

An employee or person contracted by the School can make a Protected Disclosure if they wish to report serious wrongdoing within the School (please refer to the Protected Disclosures Policy).

#### PROCEDURE:

1. Any grievance should first be discussed between the parties involved if possible, with a view to solving the problem before a complaint is made.
2. Complaints will be received whether written or verbal, but anonymous complaints will not be considered. A written record of a verbal complaint shall be made as soon as is practicably possible.
3. To decide whom the complaint should be directed to, refer to the attached flow diagram (3.1.6a). If the complaint is not resolved by discussion it will be referred to the next level as follows:
  - Complaints about staff should be referred to the Principal who will proceed as per NZSTA guidelines and in accordance with the current Collective Employment Agreement and the Tokomaru School Staff Disciplinary Procedures (3.1.4).
  - Complaints about the Principal should be referred to the Chairperson who will proceed as per NZSTA guidelines and in accordance with the current Collective Employment Agreement and the Tokomaru School Staff Disciplinary Procedures (3.1.4).
  - Complaints about the Board of Trustees should be referred to a Board member who will then inform the Chairperson and/or the Board.
  - Complaints about pupils should be referred to the Principal.
4. Where complaints are referred to the Chairperson they may, in consultation with the Principal, investigate to see if the matter can be resolved prior to being discussed by the Board. If the Chairperson is able to resolve the matter then the Board should be informed of the outcome.
5. Where complaints are referred to the Board, they may refer the complaint to the Principal to resolve or investigate. The Principal shall report back to the Board with a recommendation. Alternatively, the Board may decide to investigate and determine appropriate action itself or delegate the responsibility to a special committee of the Board.
6. The person(s) handling the complaint should consult only those who need to be involved. Confidentiality is important and all formal complaints should be conducted 'in committee' at Board meetings.

7. A separate email account will be created (for a group of board members or the committee dealing with a complaint) ie; [complaints@tokomaru.school.nz](mailto:complaints@tokomaru.school.nz) or [specialcommittee@tokomaru.school.nz](mailto:specialcommittee@tokomaru.school.nz) This ensures retention of information by the school, not the board members themselves or to a board members personal email address.

Reviewed by: R. Eastham & S. Mudgway

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