



## **COMPLAINTS POLICY**

### **RATIONALE:**

The Complaints policy provides a framework for persons to file a complaint with the expectation that the issue will be received openly and fairly, will be investigated, and will be actioned upon. Principles of natural justice apply to all investigation and resolution of complaints.

### **PURPOSES:**

1. To clarify processes.
2. To ensure complaints will be treated in confidence and with respect.

### **GUIDELINES:**

#### **BY CHILDREN**

- Children may register a complaint with any staff member including the Principal.
- It is expected that any complaint received will be sympathetically followed up on by staff members, and where necessary parents may be informed.

#### **BY STAFF**

- Staff may register a complaint to a member of the senior leadership team or to the Principal.
- If the complaint is not satisfactorily resolved, or if it involves the Principal, then the complaint may be registered with either the BOT Staff Representative, the EEO Officer, or the BOT Chairperson.
- Complaints by staff relating to serious matters which have not been addressed satisfactorily by the Principal may be dealt with under the Protected Disclosures Policy.

#### **BY PARENTS / WHANAU**

- It is expected that parents will register complaints with the class teacher if the issue relates to issues in the classroom or with friends and peers in the playground.
- If the complaint is not resolved satisfactorily, or if it is considered serious, then it will be referred to a member of the senior leadership team or the Principal.
- Complaints received by the school secretary will be forwarded to the appropriate person.
- Parents may also register complaints directly to the BOT Chairperson if matters have not been satisfactorily resolved by staff.
- Serious complaints should be put in writing.

#### **BY MEMBERS OF THE PUBLIC / COMMUNITY**

- Complaints from outside the school community will be received initially by the Principal and if necessary, referred on to the BOT Chairperson.

#### **MALICIOUS AND UNREASONABLE COMPLAINTS**

- School and staff are obligated to apply a protocol of politeness, to determine the legitimacy of any complaint and to attempt to de-escalate tension and unreasonable behaviour.
- Staff will act politely and professionally by being factual, by not raising their voices or using emotive language, by keeping their use of language clear and simple, and will record the events for possible later referral.
- Complaints that constitute malicious or unreasonable definition may include the following:  
Unreasonable persistence after attempts to resolve a problem, unreasonable demands that that staff cannot professionally act upon, unreasonable lack of cooperation in attempting to resolve a problem, unreasonable arguments, and unreasonable behaviours such as physical or verbal threats, verbal abuse and yelling.

### **STAFF BEHAVIOURS WHEN RESPONDING TO COMPLAINTS**

- Staff are expected to respond promptly, professionally, politely, and factually.
- Staff are expected to follow school protocols.
- Staff are expected to apply principles of restorative practice when resolving complaints.
- Staff are entitled to support from senior leadership and to protection from unreasonable behaviours.

### **CONCLUSION:**

Complaints occur from time to time in every organisation. Responding to complaints promptly prevents problems from escalating further. Successful resolution of complaints may enable school to improve its systems and practices.

If you are not happy the way your complaint has been handled or if you think you have been treated unfairly you can lodge a complaint about us to the Office of the Ombudsman.

Other options depending on the nature of the complaint could be lodged with the Office of the Children's Commissioner, Office of the Race Relations Officer, the Human Rights Commission, Work Safe New Zealand, and the Office of the Privacy Commissioner.



## Tirimoana School Concerns and Complaints Process

*Most concerns will be resolved informally with the people concerned.*

*Resolution of concerns requires listening to different points of view respectfully and in confidence.*

