

Nelson College

Complaints Procedure

Last Review Date: 2021

Next Review Date: 2024

Purpose

- The college will address all complaints by students, staff, whānau or others in a way that ensures the safety of the complainant and that the rights and dignity of all concerned are given full consideration. It will ensure that in the case of a complaint, action is guided by the relevant employment contract, principles of natural justice and relevant legislation and is undertaken in a fair, appropriate way. All matters will be dealt with fairly and in the strictest confidence.

Guidelines

- Complaints will be directed in the first instance to the Headmaster. If the complaint involves the Headmaster, the complaint should be directed to the Chairperson of the Board of Trustees.
- Complaints will then be referred in the first instance to the appropriate area of management or grievance, for example complaints about the Headmaster should be referred to the Chairperson of the Board of Trustees; curriculum teaching to the Curriculum Leader, other formal complaints to the Headmaster.
- All complaints will be taken seriously. Formal complaints about staff should identify both parties, be specific and must be in writing.
- Appropriate acknowledgement and consultation will occur with the parties concerned, unless it is necessary to refer the complaint to an external agency. The Headmaster will notify the Board of Trustees if a complaint is to be referred to an external agency.
- Guidance and support will be offered to those involved with the complaints.
- If a complaint is to become the subject of formal disciplinary investigation then this will be conducted in accordance with relevant employment contract provisions, natural justice and relevant legislation. Full documentation of the investigation process will be kept.
- All parties will be kept informed of the process and outcome of the investigation into the complaint. If a complaint is considered to be without substance it may be dealt with as a complaint in its own right.
- Police and other outside agencies should be involved only after the parents/caregiver have been consulted about the need to involve outside agencies in dealing with the complaint.
- The Board of Trustees will be informed by the Headmaster as soon as practicable if the complaint remains unresolved.
- Documentation is stored in the complaints file which is held by the Headmaster's Personal Assistant.
- In all cases the Board, in dealing with complaints, will act as a good employer.
- A copy of the Complaints Policy and Procedures will be available on the school website, at the school office, in the staff handbook and elsewhere as appropriate.