



COMPLAINTS GUIDELINES

Preamble: These guidelines are in accord with the **Complaints Policy** approved by the School Board in **June 2023**.

- Guidelines:**
1. Complaints of a serious nature should be directed to the Principal.
 2. All written complaints will be brought to the attention of the Presiding Member of the School Board.
 3. Complaints associated with the School Board should be directed to the Presiding Member who will enact any required action.
 4. Other parties associated with the complaint will be informed as necessary at the Principal's discretion and appropriate action will be enacted.
 5. All employees against whom a complaint is made will be advised in writing of the nature of the complaint, the process of investigation and the availability of support.
 6. In cases of complaint against the Principal which remains unresolved in the first instance, a formal written complaint may be made to the Presiding Member of the School Board.
 7. Complaints will be treated in the strictest confidence by the school and all rights will be respected.
 8. Where necessary, the school will assist with any language issues or cultural sensitivities.
 9. Where appropriate, advice may be sought through the Ministry of Education Legal Services, NZSTA Employment Advisory and Support Team or the school's independent legal advisors.
 10. External mediation for the parties involved may be sought from relevant support organisations such as NZSTA, PPTA, NZEI and the like.
 11. Complainants will be informed by the Principal or the Presiding Member of the School Board of the complaint outcomes.
 12. The school will follow all requirements of the Teaching Council in regards to mandatory reporting of complaints and instances of serious misconduct.

Review: 2026
These Guidelines will be reviewed in accord with the review of the school's Complaints Policy.