



# Compliments, Concerns, and Complaints Policy

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## Rationale

All complaints, concerns and incidents are attended to promptly, respectfully and professionally and seek to bring effective Parents, caregivers, students, staff and members of the community must feel free to inform the Board of Trustees or the Principal of areas of concern and must be assured of receiving a considered response.

The School also welcomes and seeks to highlight those things that go well and therefore welcomes not only constructive feedback but also feedback about all those aspects that community members notice and appreciate. to all parties concerned.

## Outcome statement and policy purpose

All complaints, concerns and incidents are attended to promptly, respectfully and professionally and seek to bring effective resolution to all parties concerned;

To streamline communication channels so that the School considers and responds to feedback consistently, constructively, and in a timely manner;

To welcome positive community feedback about any area of school operations;

To establish and maintain procedures for any person to safely bring their concerns to the Principal or Board of Trustees, and to ensure that all concerns or complaints are dealt with effectively and fairly.

## General Principles

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.

**Compliments:** The School gratefully accepts all compliments, and community members and stakeholders are welcome to share those compliments directly or publicly;

**Concerns:** Concerns arise naturally and inevitably. It is the position of Ngunguru School that those concerns are managed most effectively when the school welcomes and engages in constructive feedback, with communication channels that are both open and safe for all members of the school community. In all instances, you may have a support person to help you raise a concern or make a complaint. Ngunguru School shall, therefore, endeavour to resolve all queries or concerns at the lowest level, without minimising the matter at hand. If necessary, a formal meeting may be arranged. The Principal, as day-to-day manager and professional leader of the school has the responsibility for managing queries and concerns. The Board, in its governance role, is removed from the 'concerns' level, and instead refers those members of the school community wishing to voice a concern to the Principal.

**Complaints:** The Ngunguru School Board of Trustees receives and considers only those complaints made in writing. All letters of complaint received by the presiding member and/or principal are for the whole board. No trustee,



including the board chairperson or principal can decide independently as to what action will be taken. It is the policy of Ngunguru School that it cannot investigate anonymous complaints because there is no one to respond to and also not way to ensure compliance with the principles of natural justice.

In all instances, you may have a support person to help you raise a concern or make a complaint.

## Delegations

The board delegates to the principal full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the principal, responsibility lies with the board.

## Expectations and 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 and posted on the school website (if applicable)
- Ensure that the complainant has previously followed the school's concerns and complaints procedure before escalating to board level

Should the board receive a complaint regarding the principal or determine that any policy violation may have occurred, the board in the first instance will consider whether this may be dealt with in an informal manner (as per the employment agreement provisions that apply to the principal).

Where the board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, the board shall seek the support and advice in the first instance from an NZSTA adviser to ensure due process is followed.

The board shall advise its insurance agent of any complaint escalated to the board.

Once the dispute Resolution Scheme comes into effect, in the event that a serious dispute is not able to be resolved, the board shall advise the parent of their right to apply to the Chief Referee for the dispute to be resolved by a dispute resolution panel.

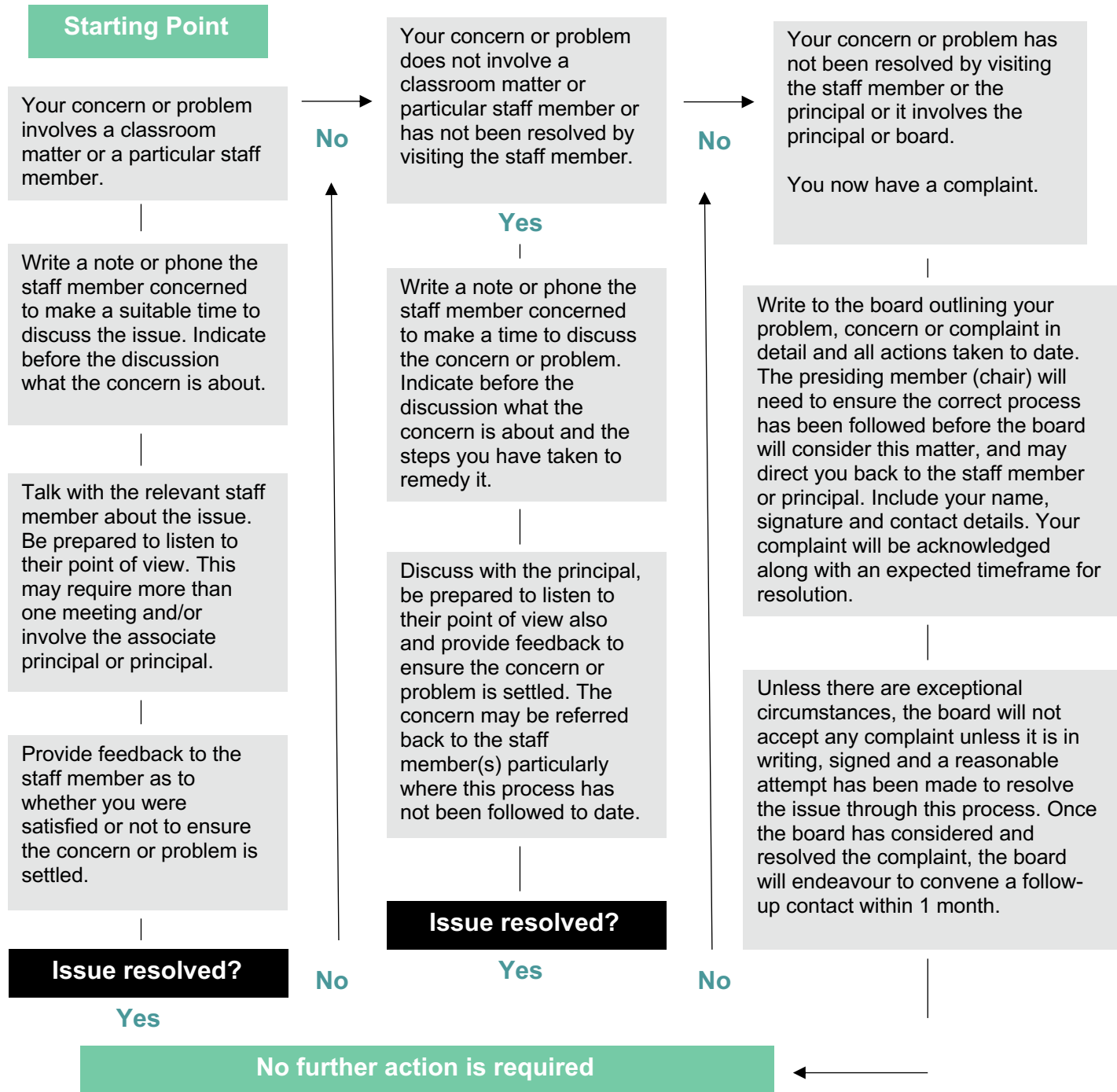
### **Unreasonable complaints**

Ngunguru School will receive and consider all reasonable and legitimate concerns and complaints in good faith. However, the school may refuse to take any action on receiving a complaint or concerns that are considered unreasonable or vexatious.

A complaint may be considered unreasonable if the complainant:

- continues to pursue an issue after it has been considered and deemed resolved by the school
- makes unreasonable demands in relation to the complaint
- is uncooperative (e.g. refusing to define the issue), fails to provide evidence, or provides excessive/irrelevant information
- displays aggressive, threatening, or manipulative behaviour
- fails to follow the school's policies and procedures.

In some situations where unreasonable complaints are made, the school may need to take legal advice or involve an external agency or mediator to help resolve the matter.





## Monitoring

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

## Legislative compliance

[Education and Training Act 2020](#)

Relevant employment agreements

Relevant professional standards

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Reviewed:	Next review:
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