



## Complaints

### Rationale:

Ruawai College recognises that differences occur in all systems and organisations. The right of the individual to have his / her voice heard is endorsed. Ruawai College is committed to resolving complaints fairly, equitably and in a timely manner with the aim of seeking a satisfactory outcome for all parties.

### Guidelines:

- There are complaint procedures to guide the process towards a resolution
- The procedures highlight appropriate people to contact with a complaint
- Complaints are dealt with according to the nature and seriousness of the complaint
- The person who receives the complaint is to ensure that the complaint procedures are followed
- Requests for confidentiality as to the identity of the complainant will be respected unless natural justice demands otherwise
- Complaints addresses to the Chairperson of the Board of Trustees will be initially dealt with and responded to at the next meeting of the Board of Trustees, unless the Chairperson deems it necessary to convene a special meeting of the Board of Trustees
- The Board of Trustees recognises that not all complainants will be satisfied with the outcome of a complaint. Once reconsidered, if the Board of Trustees is confident of its decision, it will refuse to enter into any further discussion or correspondence. In making such a decision the STA Helpdesk can assist by giving an objective assessment of the Board of Trustee's process in dealing with a complaint
- Complaints are responded to in a like manner, so those received in writing are responded to in writing, while those received verbally are responded to verbally. However, if in the judgement of the person dealing with the complaint it requires a more formal level of response they have the discretion to do this
- Members of the school community are aware of the Complaints policy and procedures as they are published on the school website
- The Board of Trustees must exercise caution when dealing with complaints regarding staff, particularly in relation to confidentiality and process to ensure principles of natural justice are met. It is advisable to contact the Regional New Zealand School Trustees Association (STA) personnel / industrial adviser in such cases. The Board of Trustees will need to consider the relevant staff disciplinary policies, employment contracts and expert advice from the STA adviser

Chairperson: \_\_\_\_\_

Date Signed: 15 / 11 2017

Next Review Date: November 2020