

## COMPLAINTS POLICY NAGs 3 & 5

**Rationale:**

The Board of Trustees has an obligation to ensure that all stakeholders’ concerns and complaints, whether verbal or in writing, are recognised and addressed promptly via a clearly defined process. An effective complaints’ process should be equitable and efficient. A resolution is achieved as promptly as possible.

**Guidelines:**

1. Everyone has a right to have their complaints heard, and a right to a prompt reply.
2. Complaints will be dealt with in an organised, timely and professional way following defined procedures.
3. Complainants will be informed of the complaints’ procedure to suggest an expected timeframe to resolution.
4. A person about whom a complaint has been made has the right to be informed of the complaint and given right of response. This guideline will be observed in accordance with the supporting procedures.
5. The appropriate procedure for various concerns and complaints is followed.
6. Complainants will be made aware of the next procedure available to them should they feel the complaint has not been resolved to their satisfaction.
7. Unresolved formal complaints are addressed by the Board of Trustees.

**Supporting Procedures:**

- Procedure for Concerns/Complaints
- Formal Complaints
- Board of Trustees Complaints Procedures
- Investigate a Formal Complaint or Serious Allegation
- Protected Disclosure
- Abuse Procedures
- Investigating Student Bullying, Random Acts, Near miss/Minor/Moderate Injuries or other Events
- Theft and Fraud Prevention

**Supporting Documents:**

Documents supporting this policy and its associated procedures include but are not limited to;

- Te Tiriti o Waitangi Policy Framework
- Royal Oak Intermediate Staff Code of Conduct
- Privacy Act 1993
- Vulnerable Children Act 2014
- Child Protection Act 2016

Ratified by the Board

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Chairperson: George Woodward

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Date

**Next Review:** May 2021

**Review History:**

4/05/2015	26/05/2015	21/05/2018			
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