



Complaints Policy

Goal:

To resolve any complaint, concern or inquiry effectively.

Procedure:

1. If you have a complaint, concern or inquiry, approach the 'Person Responsible' in the first instant and discuss the complaint. All discussion at this stage will be confidential to the complainant and 'Person Responsible'. The 'Person Responsible' will try to resolve the complaint, concern or inquiry informally.
2. If the complaint, concern or inquiry is about the 'Person Responsible' you may approach her or the chairperson of the Trust Committee.
3. If the complaint, concern or inquiry remains unresolved, the complainant will submit their complaint, in writing to the Trust Committee.
4. The Trust Committee will meet within 7 days to attempt to resolve the complaint.
5. The Trust Committee may determine if:
 - a. the complaint cannot be sustained; or
 - b. the complaint has merit and appropriate action is or is not required (e.g. referral to another body such as the New Zealand Police, Ministry of Education, New Zealand Teachers Council, etc.).
6. If the complaint is not resolved, the full Trust Committee will be called to a special meeting of all parties involved. The meeting will be held within 28 days of receipt of the original written complaint.
7. If the meeting cannot reach consensus, the decision of the Trust Committee will be final. All parties involved will be advised, in writing, of the Trust Committee's decision within 7 days of the meeting.
8. If the complainant is a member of the Trust Committee, they will not be included in the decision-making undertaken by the Trust Committee for the complaint.
9. If the complainant feels that the complaint is not resolved, he/she may contact the local branch of the Ministry of Education. Ph (07) 349 7399
10. In the event that the complaint relates to the actions of the Trust or a Member of the Trust, or to the role and functioning of the Trust, the process

as outlined in point 17, 'Mediation & Arbitration,' of the Trust Constitution (adopted Nov 2018) will be followed.

This policy will be reviewed as per the policy review schedule.

Reviewed: 8 August 2020