

Complaints, Incidents & Safety Concerns

RATIONALE

This policy outlines the procedure that will be followed for complaints, incidents and safety concerns that are raised to Tarawera High School.

PURPOSE

All complaints from members of the community, regarding matters involving Tarawera High School will be investigated in a fair and professional manner. A complaint may be lodged by a staff member, student, whānau, or member of the wider school community.

PROCEDURES

1. At all times the school will follow the advice of the New Zealand School Trustees Association.
2. In any matter involving a complaint regarding an employee of Tarawera High School they will be formally advised of their right to representation at any stage of the complaints process.
3. The principles of natural justice apply during any process involving a complaint.
4. The *Complaints Flow Diagram* should be followed when addressing all complaints.
5. The complaint will be acknowledged in writing upon receipt.
6. The matter shall be handled in a manner which as far as possible protects the mana and dignity of the member of staff concerned.
7. In the first instance (and when appropriate) the complainant should address their concern with the other party.
8. All complaints (which should preferably be in writing) must clearly outline the details of the complaint being made and the name(s) of person(s) involved.
9. The Principal (or nominated Deputy Principal) shall undertake an initial investigation to determine the facts surrounding the complaint. If the complaint is against the Principal then the Board will undertake the initial investigation. If the facts emerging from the initial investigation suggest there is no foundation to the complaint or it is capable of being remedied informally with the agreement of all the parties concerned, then this shall conclude the investigation and the outcome advised to those concerned.
10. If the complaint is not capable of being resolved informally then the Board of Trustees will formally further the matter. This may result in an independent investigation being initiated to fully investigate the matters concerned in the complaint.
11. All matters involving a complaint in writing will result in all parties receiving formal notification of the outcomes of the complaints process.

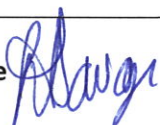
Appendix 13: Complaints Flow Diagram

Reviewed by Board Chair: Rachael Savage

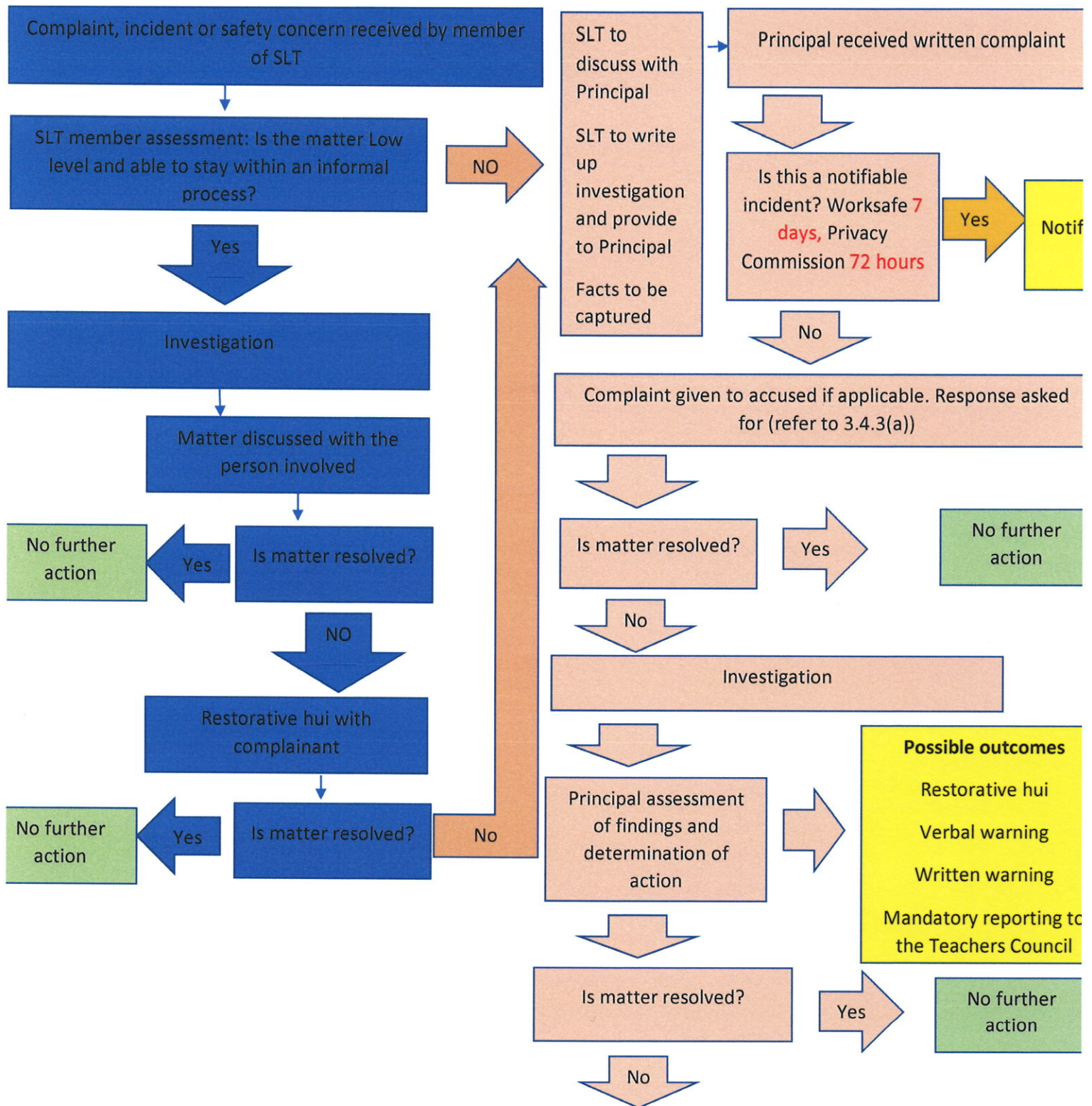
Date: 29/03/2022

Next Review date: 29/03/2025

NAG 3 PERSONNEL



Complaints, incidents and safety concern Flow Chart

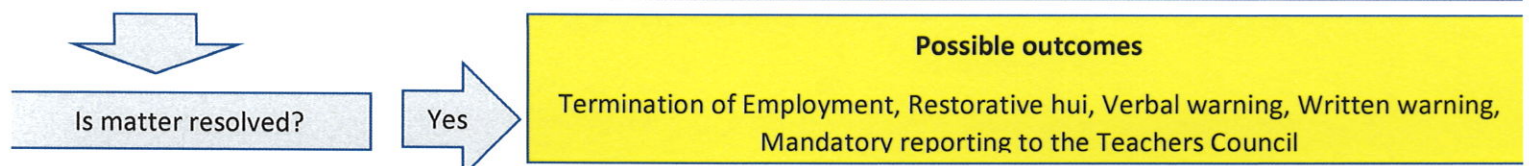


Matter referred to BOT Personnel Committee.

BOT will seek guidance from NZSTA and inform insurers.

Complaint will be considered by the personnel committee. A written response will be sent to all parties within 14 days.

Personnel committee will consider all information at its disposal including verbal responses at an arranged meeting, prior to making any decision. Option available to be dealt with in a Maori context refer 3.5 PPTA Collective.



At time of issue resolved all parties will be informed (where appropriate) and that the matter is now closed.