



Mount Roskill Intermediate School

Procedures for Making a Complaint

MRI [Complaints Policy](#)

Statement of Intent:

In any complaints process all parties must be guided by the principles of natural justice (*principles, procedures, or treatment felt instinctively to be morally right and fair*) and in accordance with the relevant Employment Agreements, Legislation and Codes of Conduct.

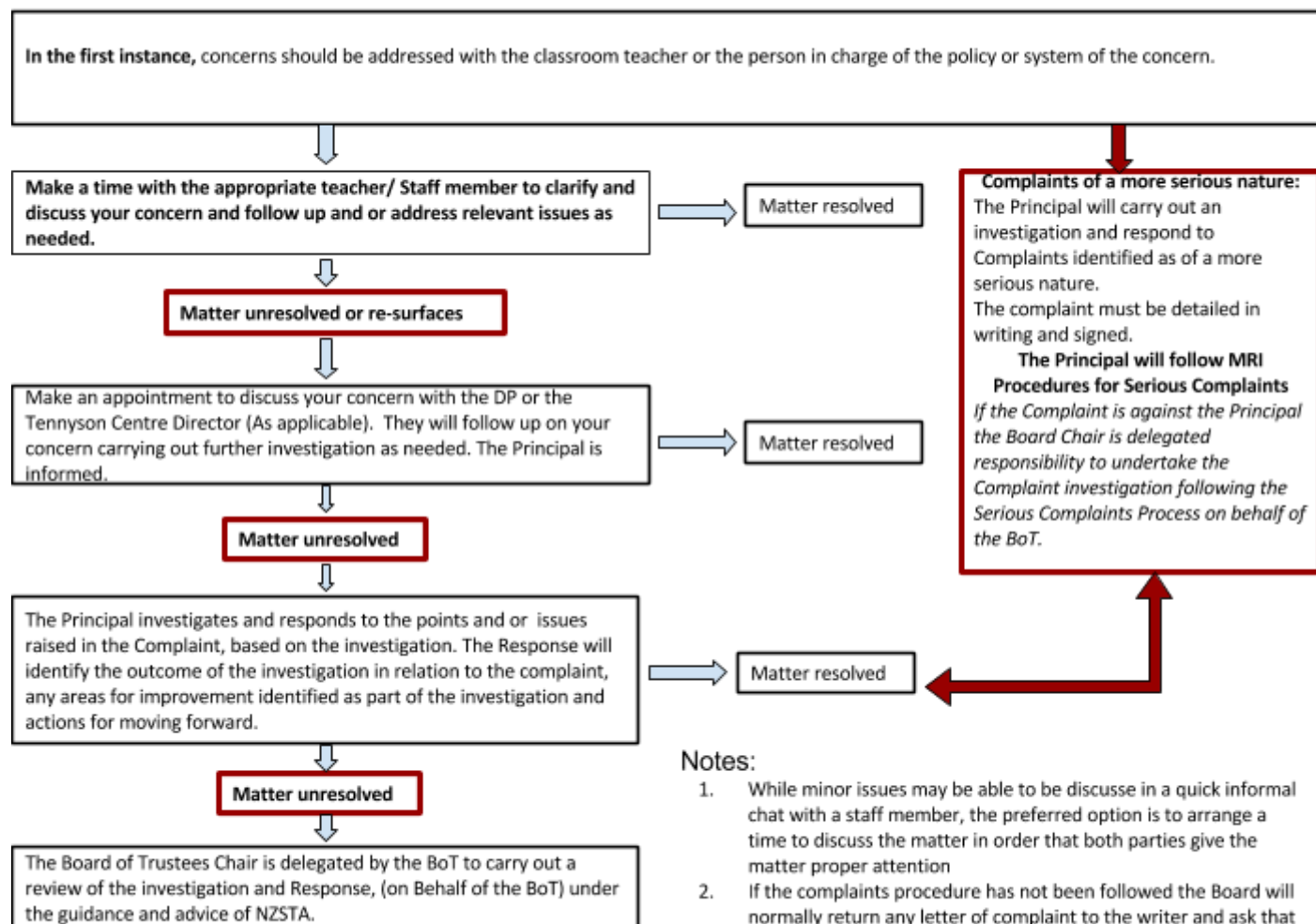
Mount Roskill Intermediate School is committed to following up on any complaints received. This includes minor and serious in relation to students, teaching and non-teaching, leadership or in relation to school policies and systems.

The School is committed to maintaining and increasing staff awareness of how to respond to both respond to complaints and processes for making a complaint.

Responding to Complaints

1. The School will act on all complaints made that fall under the jurisdiction of the school
2. In the first instance, concerns should be discussed with the classroom teacher or the complaint should be referred to the person in charge of the policy or system of the concern.

Mt Roskill Intermediate: Procedures for Complaints



Notes:

1. While minor issues may be able to be discussed in a quick informal chat with a staff member, the preferred option is to arrange a time to discuss the matter in order that both parties give the matter proper attention
2. If the complaints procedure has not been followed the Board will normally return any letter of complaint to the writer and ask that they follow the procedure first.
3. All parties to a complaint may bring a support person to any meeting where the issue is to be discussed.