



Mount Roskill Intermediate School

Policy: Complaints

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.

The Mount Roskill Intermediate School Board of Trustees will take all reasonable steps to ensure that:

1. Complaints are responded to in a fair, timely and consistent manner
2. Complaints are dealt with respectfully and with due consideration of all parties rights
3. All people in the school community know the correct procedure to be taken both making and receiving a complaint

Complaints are defined as:

Minor Complaint:

A minor issue that may be resolved informally directly between the parties involved. Concerns are not expected to have disciplinary, legal and/or industrial consequences or put the reputation of the school at risk

Serious Complaint:

- I. Any verbal or written statement of a serious nature that indicates a member of the school community has acted illegally, unprofessionally, or in any manner which is harmful to another member of the school community or the reputation of the school.
- II. Any written statement regarding the school, its policies or procedures which are illegal, harmful or depreciative of the school's reputation

Procedures will differ depending on:

1. The seriousness of the complaint; or
2. The nature of the complaint; or
3. The people involved

Policy Statement

1. Measures are in place for all school personnel to deal with complaints that may arise whether in relation to students, teaching and non-teaching staff, leadership team or school policies and systems
2. The School will have processes and procedures in place for complaints to be resolved quickly at the lowest appropriate level within the school structure
3. Different procedures will be documented for the handling of minor and serious complaints
4. The School is committed to maintaining and increasing staff awareness of how to respond to complaints and follow the established procedures
5. Any complaints classified as serious are to be referred to the Principal
6. No anonymous complaints will be considered
7. Industrial Advice and Guidance for the school will be sought for any serious complaint as needed
8. The School insurer is notified of any serious complaints
9. Measures are in place for the documentation of all complaints and responses
10. Written complaints to the Board of Trustees are investigated and responded to by the Principal on behalf of the Board in the first instance
11. Written Complaints about the Principal are investigated and responded to by the Board of Trustees Chairperson in the first instance, following the advice and guidance of NZSTA
12. Processes for making complaints will be communicated to the school community