

## **ELLESMERE COLLEGE COMPLAINTS POLICY**



### **OBJECTIVES:**

- To ensure that all complaints are investigated fairly and with due regard for privacy, to achieve an outcome satisfactory to all parties.
- To have procedures for investigating complaints about students, teachers, parents, support staff, visitors in the College, bus drivers, trustees and others associated with the College
- To ensure that fairness and natural justice occurs.
- To establish procedures for investigating informal and formal complaints.

### **GUIDELINES:**

1. Most complaints will be handled “in-house”.
2. If the matter cannot be resolved by the College administration, then a complaint can be forwarded to the Board of Trustees. (See Procedures for Making a Formal Complaint)
3. When an informal complaint is received the initial investigation is carried out by the Class Teacher or the Form Teacher, or Whanau Leader, or Guidance Counsellor, or the Assistant Principal or the Deputy Principal.
4. Informal complaints made to Support Staff should be passed on to relevant persons usually on Management Team.
5. Where a formal written complaint against an employee is received the procedures must follow those laid down in the relevant contract.
6. Formal complaints would normally be investigated initially by the College administration: complaints will be responded to with urgency.

7. When a complaint is investigated, all parties involved should be advised of the outcome.
8. A committee may investigate a complaint. Committee membership would normally be the Principal or Deputy Principal and nominee of Principal/Deputy Principal and nominee of person against whom the complaint is made.
9. Mediation will be available to any of the parties involved in a dispute at any time. Both parties are to agree on the choice of mediator and have the right to a friend (support person) to accompany them. All mediation will be carried out in the strictest confidence.
10. Sexual Harassment complaints are to be directed to the Principal or Guidance Counsellor.
11. Complaints about the Principal's performance are to be made directly to the Chairperson of the Board of Trustees, in writing.
12. Guidelines for dealing with complaints will be issued to all International Students enrolled at the College and are appended to this policy.
13. The Complaints Policy will be published annually in the College Newsletter.

## **PROCEDURES FOR MAKING A FORMAL COMPLAINT**

If you are not satisfied that you have got answers for your concerns and wish to make a formal complaint here is the procedure you should follow:

Write down your complaint giving details of what it is you are complaining about. Include details of efforts you have already made to resolve the matter. Include your name and contact number.

Take your written complaint to the Principal or another member of the College Senior Management Team if the Principal is absent. Ask for assistance at the College Office if you are unsure how to go about delivering your complaint. If you prefer, you can hand your complaint to a member of the Board of Trustees who will deliver your complaint for you to the Principal. The College Office can tell you how to get in touch with a member of the Board of Trustees.

When the Principal receives a complaint, the Principal may discuss the matter with you before deciding what further action should be taken. If you want somebody else to accompany you when you discuss the matter you are welcome to do so.

The Principal will talk to the person about whom the complaint has been made as well as interviewing anybody else who may have had a part to play in the incident or who may have seen what happened. Written statements will usually be taken.

The Principal will decide what steps will be taken as a result of the investigation.

You will be informed of the outcome of the investigation.

Depending on the nature of the complaint, the matter may be referred to the Board of Trustees for consideration and action.

Your complaint will be treated in confidence. However, in the interests of natural justice the person about whom the complaint is made must have the opportunity to hear all details about the complaint and to reply to it.

Approved – 27 July 2011

**To be Reviewed – 2016**