



Nelson College for Girls Board Policy

10.1 Complaints Policy

The Nelson College for Girls Board of Trustees recognises that it is important that complaints by students, staff, parents/whānau and other members of the Nelson College for Girls community are responded to in a timely and appropriate manner, to facilitate a satisfactory resolution.

The purpose of this policy and its associated procedures is to establish fair and transparent processes for responding to and resolving complaints. In most instances, efforts will already have been taken to resolve concerns when they first arise, without the matter becoming a complaint (see Flowchart).

Guidelines

1. Complaints will normally be made in writing and addressed to the Principal. Complaints involving the Principal should be addressed to the Chair of the Board of Trustees.
2. Complaints may be made verbally, but they must be put in writing as soon as practicable.
3. All complaints will be acknowledged in writing and the complainant notified of the process that will be followed to deal with the complaint.
4. In the case of a complaint about Board policy or Board action, the matter will be referred to a Board committee, generally consisting of the Principal and Board Chair, unless they are themselves the subject of the complaint.
5. In the case of a complaint involving the Principal, the Board will refer the complaint to a Board committee which does not include the Principal.
6. All other complaints will be referred initially to the Principal, who will decide who will deal with the complaint.
7. The Principal will refer all serious complaints to the Chair of the Board of Trustees. Serious complaints may involve competence matters, professional misconduct, safety matters, and harm to reputation. The Principal has discretion to determine which complaints are referred to the Board Chair.
8. All enquiries carried out by Nelson College for Girls in relation to complaints will follow the principles of natural justice. Legal requirements and the procedures of any related employment contracts will be adhered to.
9. Complaints will generally be treated in confidence. However, in the interests of natural justice any person included in a complaint must have the opportunity to hear all details about the complaint and reply to it.
10. All investigations by the Principal, Board or Board committee will follow the Complaints Procedures. At the conclusion of the procedure, findings and recommendations will be made to the complainant and, where appropriate, to the subject of the complaint.
11. Documentation regarding serious complaints will be stored in a secure complaints file by the Principal in accordance with the Privacy Act 1993 (principles 10 & 11).
12. Complainants have a right of appeal to the Board if dissatisfied with the outcome of the complaints process.

A copy of the Complaints Policy and Procedures will be available on the school website, at the school office, in the staff handbook and elsewhere as appropriate.

Policy Agreed:

Signature (Chair)

Date

Review Schedule: Triennial

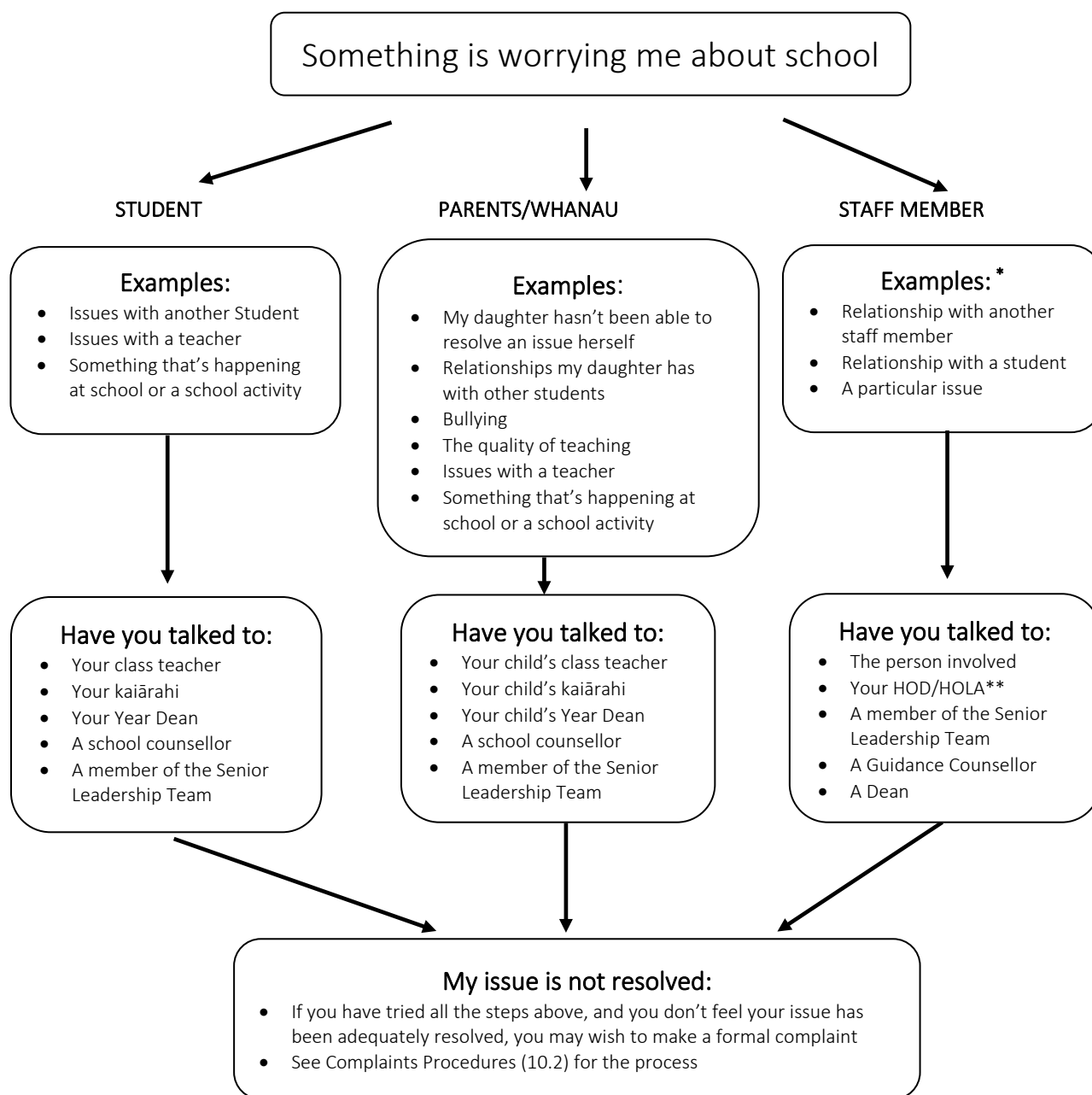
Review Date: February 2025

Supporting Procedures: 10.2 Complaints Procedure

10.3 Disciplinary Process in Relation to Principal

Supporting Documents: N/A

FLOWCHART



* If a staff concern relates to serious wrongdoing you should consider making a protected disclosure (see Protected Disclosure Procedure).

** HOD – Head of Department
HOLA – Head of Learning Area