

<b>POLICY:           COMPLAINTS AGAINST STAFF</b>
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**Rationale**

It is important that the school responds to complaints in a fair and consistent manner and in accordance with the relevant employment contracts, legislation and the school’s codes of conduct.

**Purposes**

1. To ensure consistency when dealing with complaints
2. To deal with complaints in line with set procedures
3. To put in place appropriate and reasonable corrective or disciplinary action

**Guidelines**

1. Complaints should be made in writing or in person to the Principal.
2. Documentation is stored in the relevant staff member’s personal file held in the Principal’s office.
3. Any staff member who is the subject of a complaint by a parent will not respond directly to the complainant in any form. All communication to the complainant is to be through the Principal.
4. Any staff member who is the subject of a complaint will not make any mention of the complaint to the student involved, or any other student, either directly or implied.
5. In cases of complaint against the Principal which remains unresolved in the first instance, a formal written complaint must be made to the BOT Chairperson.
6. Complainants are informed by the Principal or BOT Chairperson of the outcomes of the complaint.
7. Where appropriate outside mediation may be sought from organisations such as STA, PPTA, NZEI etc.
8. In dealing with any complaint the school will act in accordance with the relevant conditions of the current employment contract(s).
9. In all cases the Board in dealing with complaints will act as a good and fair employer.

**REVIEW:**           These guidelines will be reviewed according to the Board of Trustees’ triennial Programme of self-review 2018

**DATE CONFIRMED:**   30 June 2016