

# Rotorua Lakes High School

## Te Hā o Te Manawa RTLB Cluster 20

### **POLICY: CONCERNS AND COMPLAINTS**

It is important that Te Hā o Te Manawa RTLB Cluster 20 and Rotorua Lakes High School respond to concerns and complaints in a fair and consistent manner, and in accordance with the relevant employment contracts, legislation and codes of conduct.

1. RTLB will inform and discuss all concerns and issues that arise in the course of the RTLB work day and RTLB casework with RTLB Practice Leader and/or RTLB Cluster Manager as soon as is practicable.
2. In the event of a concern or complaint raised concerning an RTLB or the RTLB service:
  - All parties will refer to the Rotorua Lakes High School *Complaints Against Staff* policy and Te Hā o Te Manawa *Concerns and Complaints* policy and procedures.
  - Rotorua Lakes High School Board of Trustees will act in accordance with the relevant conditions of the current employment contract(s).
  - Rotorua Lakes High School Board of Trustees will act as a good and fair employer.
  - Every effort will be made to resolve a concern or complaint informally where possible and appropriate.
  - All concerns/complaints will be taken seriously, with all parties given a fair hearing with all perspectives given due consideration.
  - All concerns/complaints will remain confidential to the parties involved.
  - Documentation associated with a concern/complaint will be stored securely in order to protect the privacy and rights of all involved.
  - RTLB who are the subject of a formal complaint will not respond directly to the complainant, or any other person involved in the complaint either directly or implied, in any form. All communication will be through the RTLB Cluster Manager and/or the lead school Principal.
  - RTLB will be advised that they may seek representation in all matters associated with their employment.

#### **Complaints and Concerns Procedure**

1. In the first instance, the complainant should raise the issue directly with the person concerned.
2. If this is not possible, or the concern/complaint is unresolved, the complainant will be directed to discuss the matter with the RTLB Practice Leader and/or RTLB Cluster Manager.
3. In cases of a concern or complaint against the RTLB Cluster Manager, the process outlined above will be followed using the lead school Principal in place of the RTLB Practice Leader and/or RTLB Cluster Manager.

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4. If unresolved, the complainant will be directed to take the issue to the lead school Principal, either in writing or in person.
5. All parties will be informed by the RTLB Practice Leader and/or RTLB Cluster Manager of the outcomes of concerns/complaints resolved as a result of the above actions in a timely manner.
6. If still unresolved, or the complaint is of a serious nature, the complainant will be directed to send a written letter of formal complaint to the Rotorua Lakes High School Board of Trustees who will determine an appropriate process for dealing with the complaint.
7. RTLB will be:
  - informed of any complaint laid before the beginning of any subsequent investigation,
  - given a copy of the letter of complaint for a written response,
  - kept informed throughout the investigation process,
  - informed of their right to representation throughout all matters associated with their employment.
8. All parties will be informed by the Board of Trustees of the outcome of a formal complaint process, and any subsequent actions, in a timely manner.

**REVIEW:** This policy will be reviewed according to the Board of Trustees' triennial Programme of self-review November 2019

**DATE CONFIRMED:** 29 November 2016