

SACRED HEART COLLEGE, NAPIER
NATIONAL ADMINISTRATION GUIDELINE 3

Policy Statement : Complaints

The Special Character, also known as the Catholic Character, provides the framework within which the whole school curriculum is delivered; it is integral to everything that takes place in the school, or on behalf of the school, and its community

RATIONALE

All individuals have the right to have their concerns addressed in a timely, consistent and fair manner, while at the same time the rights of those against whom the complaint has been directed must be protected.

Complaints may be from:

- A student about a student or staff member,
- A staff member about a student or staff member,
- A parent or a member of the public about a student or staff member

AIMS

- a. To ensure consistency and fairness when dealing with complaints.
- b. To ensure that those who wish to lodge a complaint are aware of the School Complaints Procedure.
- c. To deal with complaints in line with set procedures.
- d. To put in place corrective or disciplinary action where appropriate.

GUIDELINES

1. Rights to confidentiality shall be respected at all times.
2. Complaints procedure shall be followed.
3. All complaints shall be:
 - a. Investigated by the relevant personnel to ascertain facts
 - b. Acknowledged and the results of the inquiry conveyed to the complainant
4. The presence of support persons during any investigative meeting is welcomed.
5. The requirements of employment agreements, natural justice and relevant legislation shall be complied with.
6. In all cases the board of trustees in dealing with complaints shall act as a good employer.
7. Board members who have a conflict of interest shall exclude themselves from participating in the complaints procedure.
8. In order to achieve resolution a mediator may be engaged.

Dean Devereux
BOT Chairperson

Formatted: Personnel Committee
Consultation: Staff
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