



### **3.3 CONCERNS AND COMPLAINTS POLICY**

#### **Outcome statement**

All complaints, concerns and incidents are attended to promptly, respectfully and professionally, and seek to bring effective resolution to all parties concerned.

#### **Scope**

In order to maintain a safe and comfortable environment for all students, boarders, staff and visitors, an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.

#### **Delegations**

The Board delegates to the Principal full responsibility of ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the principal, responsibility lies with the Board.

#### **Expectations and limitations**

In complying with the policy, the Principal will:

- Implement and maintain robust procedures to meet the policy requirements
- Ensure that the process for complaints or grievances is clearly communicated and posted on the school website
- Ensure clear communication throughout the complaint process, including that all parties are informed of the process, their rights, updates, and any decisions made.
- Ensure that the complainant has previously followed the school's concerns and complaints procedure before escalating to board level
- Concerns or complaints are acknowledged within two working days of receipt, and a resolution affected within ten working days. If this timeframe cannot be met, the person managing the complaint or concern will inform all parties of the reasons why and indicate a reasonable timeframe.

Should the Board receive a complaint regarding the Principal or determine that any policy violation may have occurred, the Board in the first instance will consider whether this may be dealt with in an informal manner (as per the employment agreement provisions that apply to the Principal).

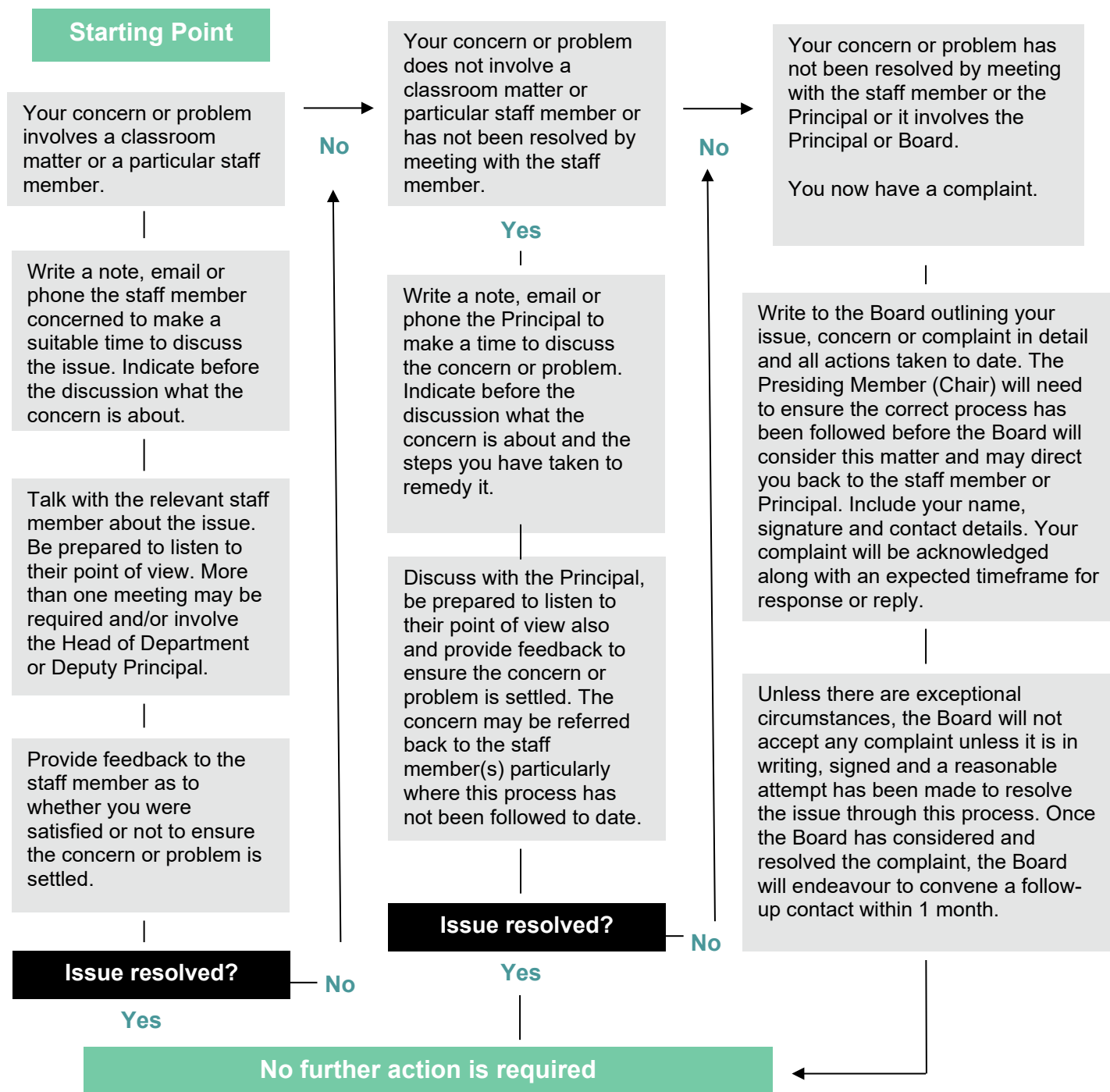
Where the Board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, the Board shall seek the support and advice in the first instance from an NZSTA Adviser to ensure due process is followed. The Board shall advise its insurance agent of any complaint escalated to the Board.

If a serious dispute is not able to be resolved, the Board shall advise the complainant of their right to apply for the dispute to be resolved by a dispute resolution panel.

## Procedures/supporting documentation

### NPGHS Concerns and Complaints Process

Advice for students, boarders, staff, parents, whānau and community



### Monitoring

The Principal will maintain a register of complaints and resolutions, and report to the Board as part of the Principal's report at least quarterly per annum, outlining numbers of complaints, resolution success figures and any areas of concern such as trends or areas of recurring concern to facilitate proactive management and improvement of the school's environment.

## Legislative compliance

### [Education and Training Act 2020](#)

Relevant employment agreements

Relevant professional standards

Reviewed: May 2025	Next review: 2028
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