



MANGAKAHIA AREA SCHOOL TE KURA TAKIWA O MANGAKAHIA

Mangakahia Road
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COMPLAINTS POLICY

Relevant Legislation

Education Act (1989)
National Education Goals (1993)
National Administration Guidelines (1993)
Vulnerable Childrens' Act (2014)

Memorandum of Understanding with He Matariki Teen Parent Unit

FOCUS

- maintain a high standard of service delivery by addressing complaints.
- complaints are usually formal and arise if an event of concern is not satisfactorily addressed

ADDITIONAL POLICIES

Student Support Policies, Safe School

GUIDELINES

Complaints by or against parents/caregivers, members of school and local community:

- must be made in the first instance directly to the principal, in writing; or verbally so that the Principal will put it into writing for the complainant.
- the Principal will follow a procedure to resolve the issue and liaise with the board chair
- all parties will be appropriately consulted and kept informed of progress and resolution

Complaints by or against students should be raised in the first instance with:

- a trusted adult in the school, Public Health Nurse, a subject teacher, Form Teacher, Dean, Senior Leader
- in the case of a community complaint against a student, with the Assistant Principal or Principal
- either could involve support from outside help agencies

Complaints by or against teaching staff should be raised in the first instance with:

- the Principal
- addressed as per school procedures, board policy, union and Area Schools Teachers Collective Agreement
- any action taken must not conflict with or breach any employment contract or award
- serious complaints against teachers must be addressed by the Principal and Board Chair
- with the professional advice and guidance of School Trustees Association and union advisers

Complaints by or against a senior manager should be raised in the first instance with:

- the Principal

Complaints by or against the principal or any trustee should be raised with:

- the Board Chair

Complaints by or against the board chair should be raised with:

- the Principal

Complaints by or against support staff should be raised in the first instance with:

- the school's Executive Officer, who may refer the matter to the Principal
- addressed as per school procedures, board policy, and employee union(s)

The above policy was reviewed and mandated by the Board of Trustees on 19 September 2017
This policy is next to be reviewed during Term 2 2018

Chairman of the Board of Trustees:  (signature)

Date signed off: 19/9/2017