



## **COMPLAINTS POLICY - NAG 3**

### **Definition**

A complaint is any communication whether written or verbal, which is in some way critical of our procedures or our general performance.

### **Purpose**

To ensure that all complaints, whether from a student, parent/caregiver, staff member or member of the public, are handled efficiently and resolved promptly.

### **Rationale**

The School Board recognises the importance of feedback. Any complaint represents an area in which we may not have met the expectations of our school community, and may indicate areas where we can make improvements.

### **Guidelines**

1. All staff and the School Board should refer complaints to the office in the first instance. A Parent Concern Form may be completed and dealt with by management. All complaints received will be discussed, recorded and resolved by Senior Management.

2. Where the complainant is still unsatisfied the Parent Concern form may be forwarded to the Presiding Member for further investigation.

## **Conclusion**

This policy is intended only to cover complaints of a general or administrative nature.

Complaints in respect of competency or disciplinary matters are outside the scope of this Policy, and will be dealt with in terms of the Primary Teachers Collective Agreement and the procedures set out in the relevant paragraphs of the New Zealand School Trustees Association Handbook.

If required, refer to the Complaints and Concerns Involving School Employees Policy and/or the Protected Disclosures Policy.

## **Related Documentation**

[Complaints and Concerns Involving School Employees Policy](#)

[Protected Disclosures Policy](#)

**Date last reviewed:** 28 Nov 2022

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