

## CONCERNS and COMPLAINTS PROCEDURES

(Re: Health & Safety Policy, NAG5)

### Purpose

1. To provide information to parents on how concerns may be raised and dealt with before issues escalate into formal complaints.
2. To provide a clear process should a parent wish to make a formal complaint.
3. Staff members should follow the “Staff Concerns, Complaints and Disputes Procedure”.

### Concerns Procedure

The following guidelines are published in the college newsletter at least once a year.

#### What Do I Do If I Have a Concern .....

It is college policy that all concerns are taken seriously and dealt with quickly and appropriately. If you have a worry, please let us know. We can only help if we are aware of a problem. We want to make college life as happy and production as possible for our students.

The best way to get in touch with a staff member is either to phone the college office (443 9901), email the office on [learn@mtaspiring.school.nz](mailto:learn@mtaspiring.school.nz) or write a note to the person concerned and arrange an appointment. Most teachers will be teaching when you phone, so won't be able to answer your call immediately. If this is the case, you should leave a message for the teacher to contact you. Alternatively you could email them using “surname, then [initial@mtaspiring.school.nz](mailto:initial@mtaspiring.school.nz) (eg for John Smith the email address would be [smithj@mtaspiring.school.nz](mailto:smithj@mtaspiring.school.nz)).

If your concern is about a matter which you don't feel able to discuss directly with the teacher or if it is of a more general nature then you have a number of alternatives. You can contact the office and arrange to speak to:

- Your son/daughter's whanau teacher
- The head of department of the subject concerned
- The dean in charge of the year level your son or daughter is in.

Or

- At any time, please feel free to contact the Principal, Wayne Bosley, or the Deputy Principal, Greg Thornton
- If the issue concerns the Principal you can contact the Board chairperson through the college office.

## Making a Formal Complaint Procedure

1. Write down your complaint giving details of what it is you are complaining about. Include information about steps you have already taken to resolve the matter. Include your name and contact phone number.
2. If you do not want to put your complaint in writing you can make it verbally to either the principal or the board chairperson, but you must make it clear that it is a **formal** complaint. The complaint will then be put in writing for the board of trustees.
3. When a complaint is received, the matter will be discussed with you before deciding what further action should be taken. You are welcome to have a support person accompany you to this meeting if you wish.
4. The principal or board will investigate the complaint by talking to the person about whom the complaint has been made as well as interviewing anyone else involved. Matters considered in any investigation will include:
  - Hearing both sides of the issue;
  - Wider investigation to establish the facts;
  - Adherence to college policies and procedures as well as any statutory requirements;
  - Reaching a fair decision.
5. You will be informed of the outcome of the investigation.
6. Your complaint will be treated in confidence. However, in the interests of natural justice the person about whom the complaint is made must have the opportunity to hear details about the complaint and reply to it.
7. Where a complaint is about a member of staff or the principal, then the guidelines set out in the “Staff Concerns, Complaints and Disputes Procedure” are followed with respect to the investigation of the complaint.