

**ACLAND COMPLAINTS**

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**Acland House responds to legitimate complaints in a fair, consistent and transparent manner and in accordance with the relevant contracts and legislation so that redress can be offered to the complainant if appropriate, the public reputation of the school maintained and a safe, secure environment ensured.**

**GUIDELINES:**

1. Concerns are at a lower level than complaints and procedures for parents are attached.
2. Complaints should be made in writing or in person.
  - a) Complaints about students to the Director of Boarding.
  - b) Complaints about staff to the Director of Boarding.
  - c) Complaints about the Director of Boarding need to be made in writing to the Principal.
  - d) Complaints about the Principal need to be made in writing to the Chairman of the Board of Trustees.
  - e) Complaints about Board personnel in writing to the chairman of the Board of Trustees (in the case of the Chairman to the Deputy Chairman), or about the Board of Trustees in general to the Board of Trustees Chairman.
3. The Principal will be informed of all complaints and may designate Acland staff to establish the legitimacy of the complaint. If the complaint is about the Principal, the legitimacy of the complaint will be determined by the Board of Trustees.
4. The existence of the complaints procedure shall be notified to parents, staff and students at the start of each school year to ensure awareness of the procedures and access to them.
5. When a complaint is received the Director of Boarding or Principal will consider:
  - Whether the complaint is within the jurisdiction of the hostel and is properly capable of being addressed by the hostel.
  - Whether informal resolution is possible by discussion or other agreed means.
  - Determination of the appropriate procedure depending on the nature of the complaint and the identity of the person(s) being complained about
6. If the complaint is deemed to be justified it will be investigated by the Director of Boarding or the Principal with the aim of resolving it at the lowest level. Where it is deemed appropriate, resolution is encouraged by mediation rather than disciplinary action.
7. If the complaint is not deemed to be justified the person against whom the complaint was brought will be informed. If necessary, appropriate action will be taken.
8. The respondent to a complaint will be informed at the earliest opportunity.
9. The Board of Trustees will be informed when legitimacy has been established and/or when disciplinary procedures are instigated (Section 3.4.3 of the Collective Agreement).
10. All investigations will be carried out in such a way as to preserve the privacy, mana and dignity of the individual.

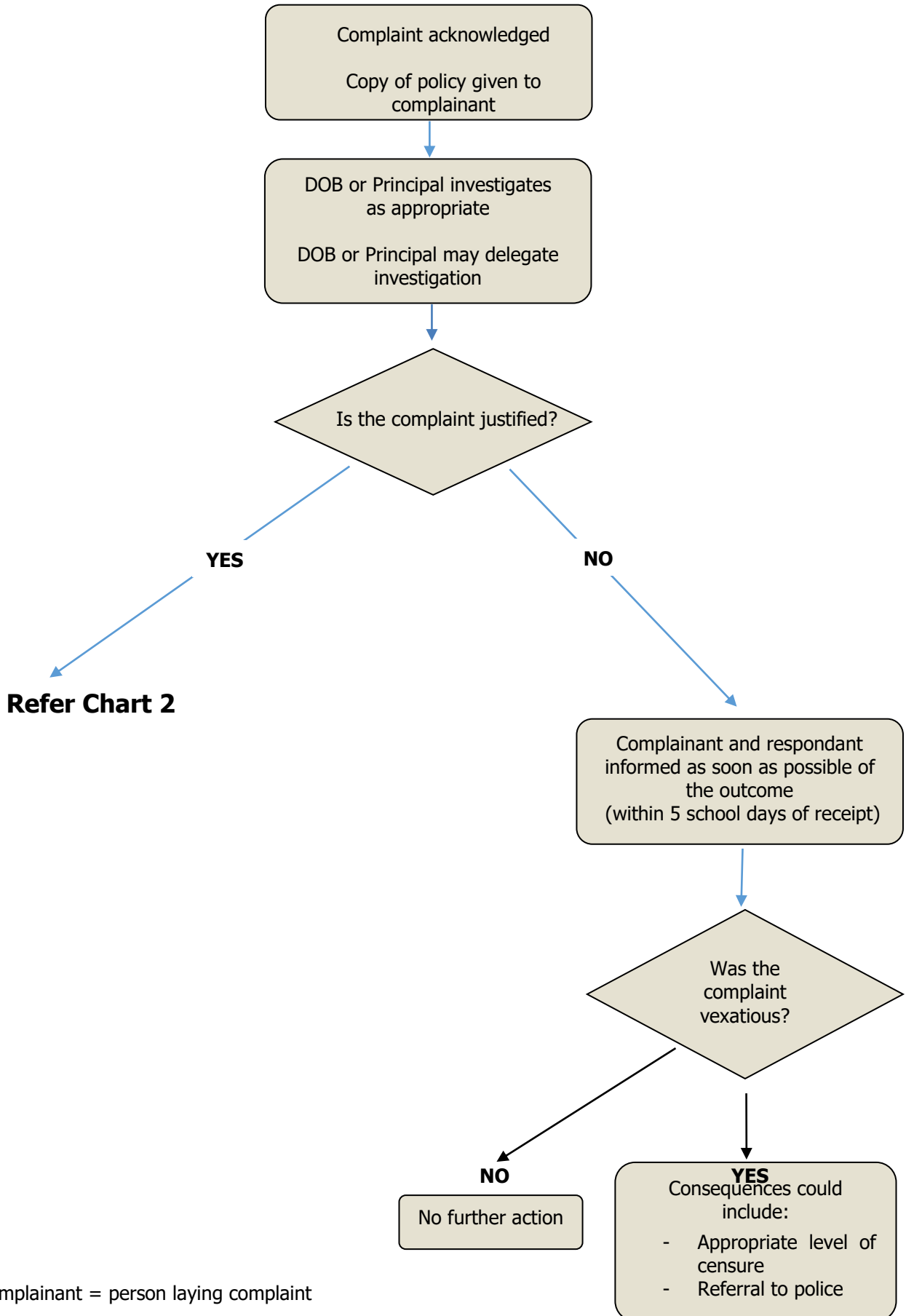
11. Where a complaint is brought against a student or students, parents will be informed.
12. Any communication to the complainant will be copied to the respondent.
13. Feedback will be given to the complainant indicating the process of the complaint, if required.
14. Written records will be kept of the complaint and the procedures taken to resolve it and they will be filed until both parties have left the hostel, after which they will be destroyed.
15. An evaluation of the processes followed will be undertaken after resolution of a complaint.
16. In all cases the Director of Boarding, the Principal and the Board of Trustees; in dealing with complaints, will act as a good employer and in accordance with relevant conditions of the current employment contracts.

**SEE ALSO HARASSMENT POLICY**

# COMPLAINTS PROCEDURE

## CHART 1

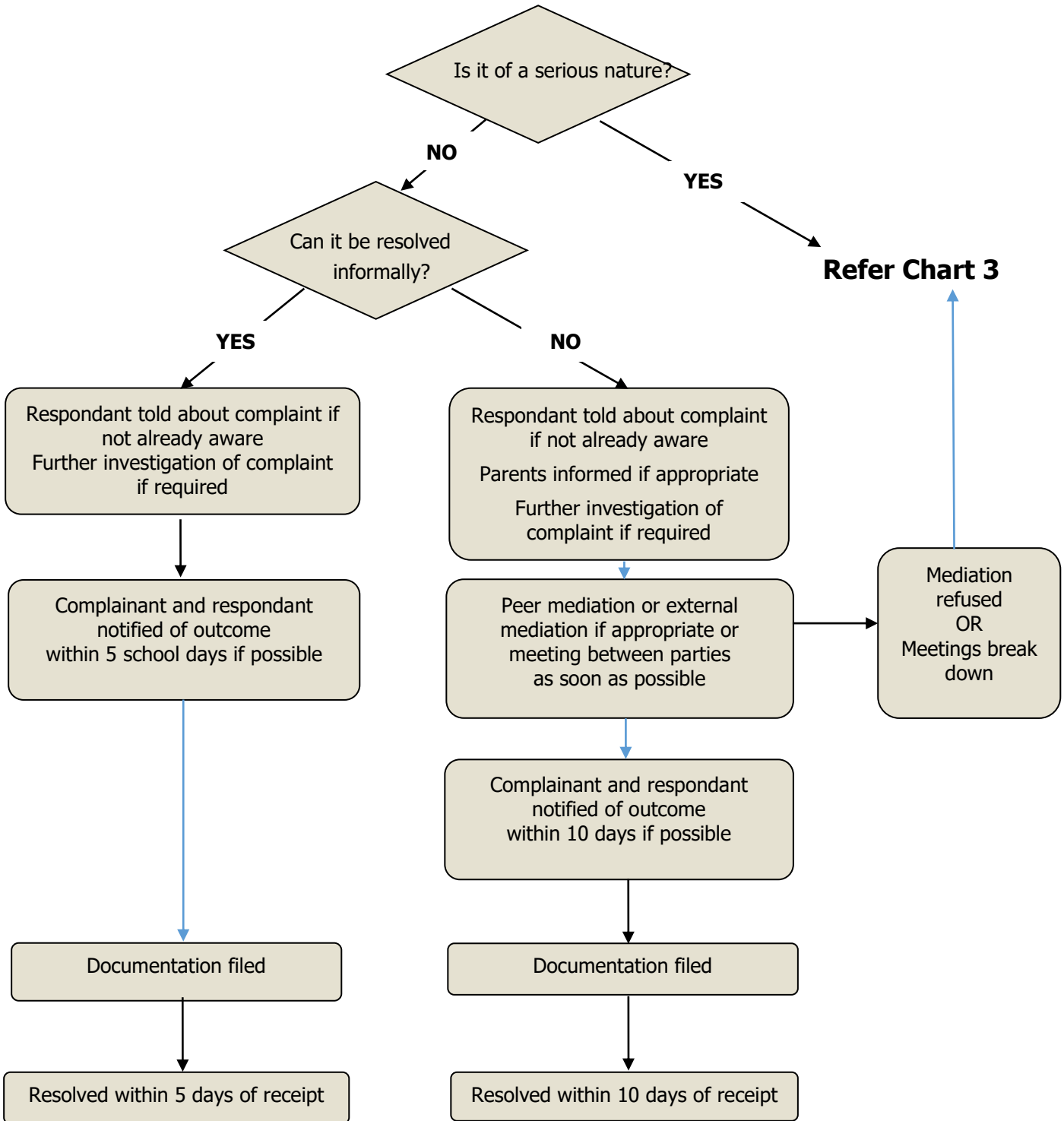
### ALL COMPLAINTS



Complainant = person laying complaint

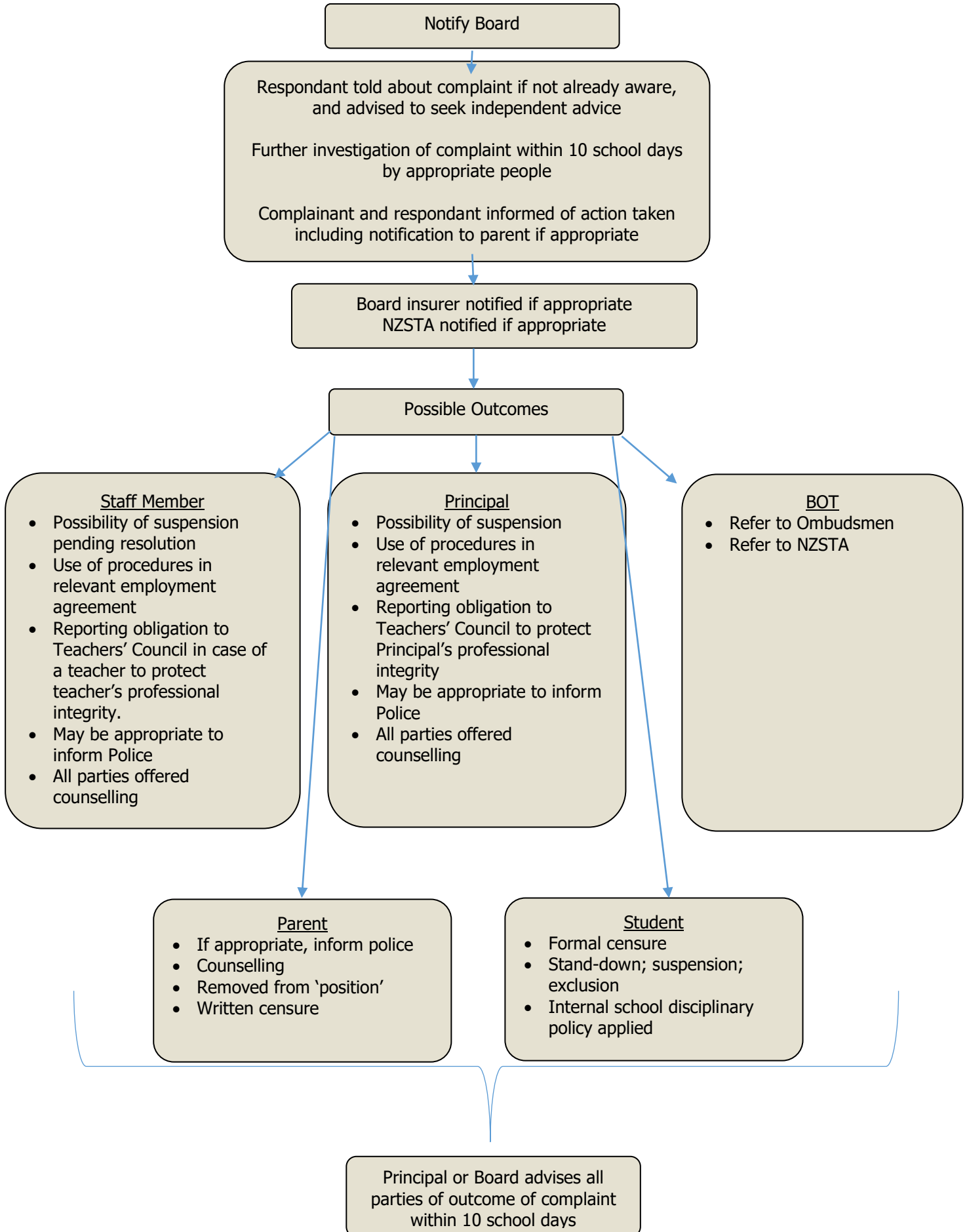
Respondant = responder to the complaint

**CHART 2**  
**JUSTIFIED COMPLAINTS**



### CHART 3

#### COMPLAINTS OF A SERIOUS NATURE



# DO YOU HAVE A COMPLAINT?

Is it about a staff member?

**YES**

Email or write to the Director of Boarding (DOB).  
The complaint will be shown to the staff member you are concerned about. They have the right of reply.  
The Director of Boarding and the Principal will investigate the complaint or delegate appropriately.

**NO**

Is it about the hostel system, or day to day *hostel* matters?

**YES**

Telephone Acland House and ask to speak to the person in charge of the area (Director of Boarding, Deputy Director of Boarding)  
or  
email or write to the Principal

**NO**

Is it about a student's progress or behaviour or relationships?

**YES**

Write or speak to the Director of Boarding.  
The Dean and/or Guidance Counsellor are also available to speak to parents about these other issues.

**NO**

Is it about the Director of Boarding, Hostel Staff or Hostel policies?

**YES**

Email or write to the Board of Trustees Chairman (contact the school for details).  
The Chairman will investigate the issue.

**NO**

Phone the Director of Boarding, Deputy Director of boarding or the Principal to get advice as to the best person to contact.

## DO YOU HAVE A CONCERN?

Acland House believes everyone has the right to have concerns heard and dealt with promptly and fairly.

If you have a concern, the suggested points of contact are:

A specific topic ..... contact person

For more general issues, or if you don't want to contact a specific staff member:

Hostel issues ..... Director of Boarding (Ms Guillemot-Rodgerson)  
Deputy Director of Boarding (Jennifer Henderson)  
Principal (Mrs Duthie)  
Board of Trustees Acland rep.(Mrs Woodham)  
Hostel Counsellor (Pam Craig)

Please telephone the staff member via the school office or email. The staff member will reply to you as soon as possible.



If you are not satisfied with the outcome of your enquiries, you can make a formal complaint (in writing or in person) to the Director of Boarding or the Principal or to the Board of Trustees.

Any complaints to the Board should be addressed to The Chairman, Christchurch Girls' High School Board of Trustees, 10 Matai Street, Riccarton, Christchurch 8011 (marked *Private and Confidential*) and include all the relevant details.

The Director of Boarding or the Principal or the Board of Trustees will take all steps to resolve the issue and will provide a written response. If you would like to discuss the complaint in person you are welcome to request that. You are also welcome to have a support person with you at any discussions.

The International Education Appeal Authority is an independent body that receives and adjudicates on complaints received from international students and may be consulted if required. (#64 4 918 8390)

If you have a concern or complaint about the practices of the Board of Trustees, you should:

- Contact the Chairman of the Board of Trustees or a Board member. The Chairman will investigate the issue and endeavour to resolve the concern.
- Contact the School Trustee Association Head Office – PO Box 5123, Wellington. Telephone 04 473 4955 or email [admin@nzsta.org.nz](mailto:admin@nzsta.org.nz)
- Contact the Office of the Ombudsman – Telephone 0800 802 602