



### 3.2 COMPLAINTS

Christchurch Girls' High School / Te Kura o Hine Waiora is committed to a positive, supportive and low-key resolution of concerns and complaints. When dealing with complaints the Board and school management should act in accordance with the policy and procedures outlined below, dealing with each case fairly and on its merits. The Board of Trustees in dealing with complaints regarding staff will endeavour to act as a good employer and in accordance with relevant conditions of the current employment agreements.

This policy covers students, all employees and volunteers associated with school activities and the Board of Trustees.

#### GUIDING PRINCIPLES:

1. Discern if the matter is a concern or a complaint.

A concern is a low-level query or statement by a parent/caregiver, employee, student or other individual which relates to an employee, a teaching or management practice or decision or other aspect of the school's policies or operations.

Concerns are most likely to be resolved by discussion, clarification, information or very low level corrective measures only – not disciplinary action. Procedures for concerns are attached.

A complaint is a more serious statement made by a parent/caregiver, employee, student or other individual which relates to an employee, a professional or management practice or decision or other aspect of the school's policies or operations that has not met that person's expectations for some reason. A complaint is more likely to require corrective measures or disciplinary action. Procedures for complaints are attached.

2. In general, **complaints** should be made in writing or in person.
  - a. Complaints about students to the principal.
  - b. Complaints about staff to the principal.
  - c. Complaints about the principal need to be made in writing to the chair of the Board of Trustees.
  - d. Complaints about Board personnel in writing to the Chair of the Board of Trustees (in the case of the Chair to the Deputy Chair), or about the Board of Trustees in general to the Board of Trustees Chair.
3. The Principal will be informed of all complaints and may designate senior teachers 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.

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4. The existence of the concern and 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 Principal or designate will consider:
  - a. Whether the complaint is within the jurisdiction of the school and is properly capable of being addressed by the school.
  - b. Whether informal resolution is possible by discussion or other agreed means.
  - c. 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 Principal or delegate with the aim of resolving it at the lowest level. Where it is deemed appropriate, resolution is encouraged by mediation, coaching or counselling 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 notified of all complaints.
10. All investigations will be carried out in such a way as to preserve the privacy, mana and dignity of the individuals involved. Confidentiality will be maintained as far as possible except where it would breach natural justice.
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 school, after which they will be destroyed.
15. An evaluation of the processes followed will be undertaken after resolution of a complaint.

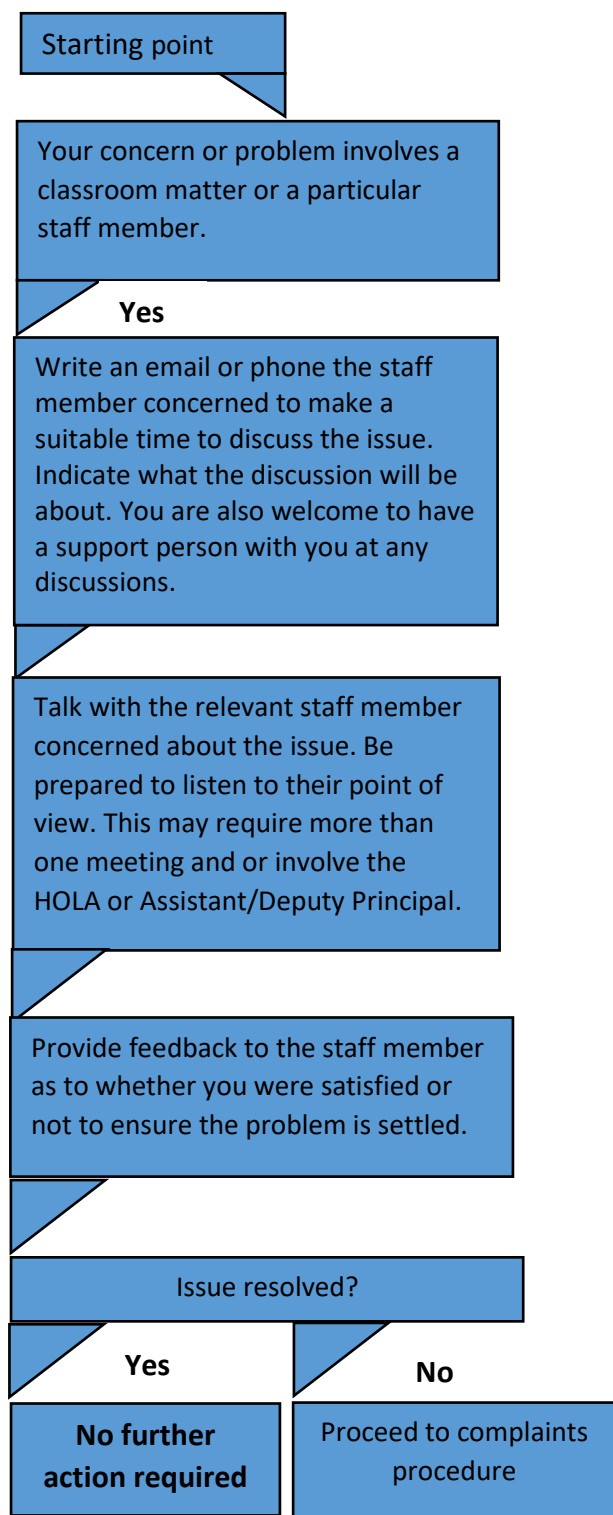
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## IF YOU HAVE A CONCERN

Christchurch Girls' High School / *Te Kura o Hine Waiora* believes everyone has the right to have concerns heard and dealt with fairly and on their merits.

Concerns in the first instance should be addressed to the relevant staff member. If the concern involves a student then the relevant staff member is the Year level dean.

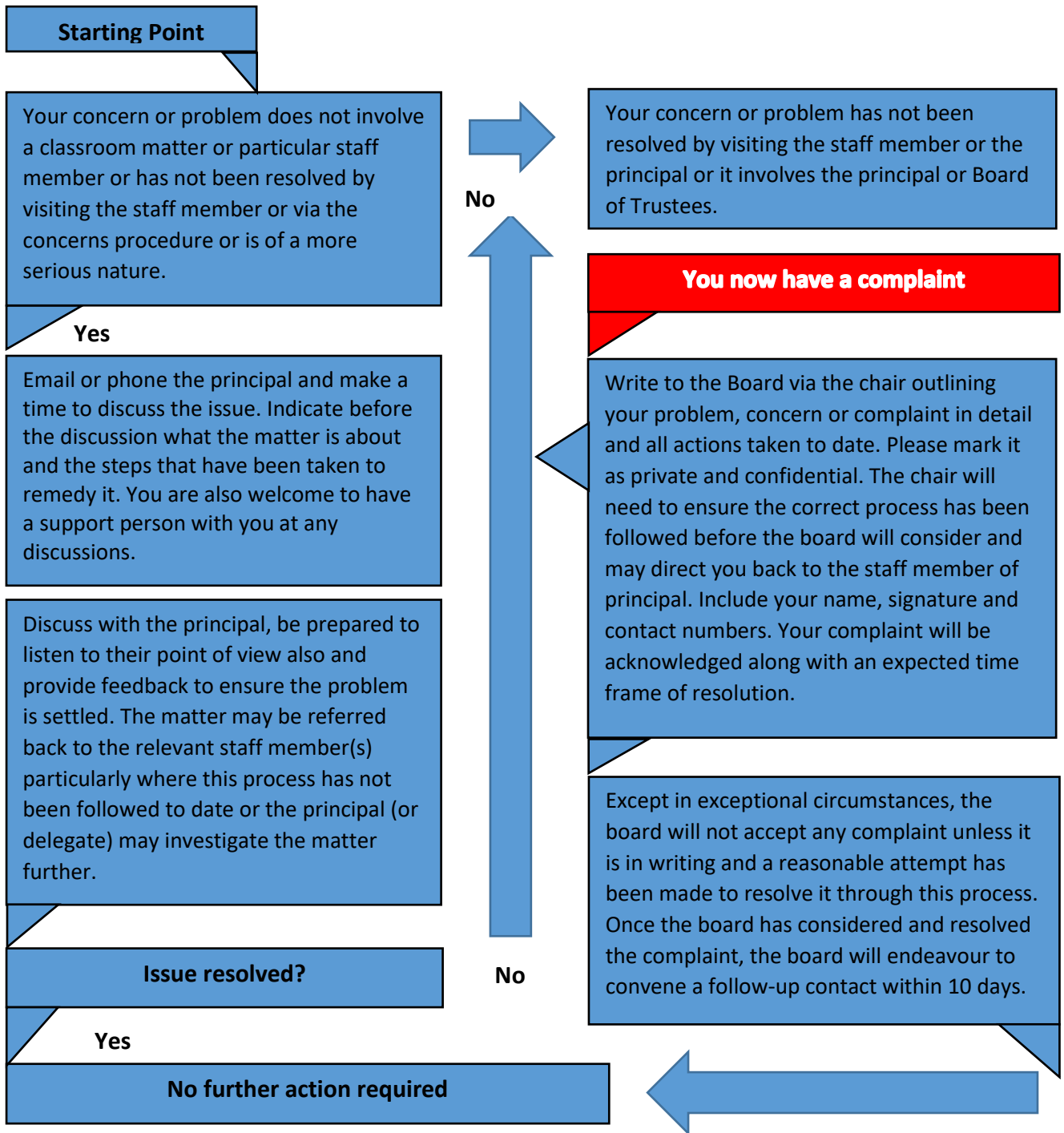


Suggested points of contact	
Specific subject/class:	Class or ako teacher
For more general issues, or if you don't want to contact a specific teacher:	
Personal concerns:	Ako teacher, appropriate dean or guidance counsellor
General progress:	Appropriate dean
Subject concern:	HOLA of learning area or appropriate dean
Governance issue:	Principal
Absence:	Attendance Officer (school office) or appropriate dean
Financial matter:	Business Manager
International Students:	International Liaison
Boarding:	Director of Boarding
Careers:	HOLA Careers
<b>Deans:</b>	Y9, Y10, Y11, Y12, Y13
<b>HOLAs:</b>	Arts
	Careers
	Commerce
	English
	Guidance
	Languages
	Learning Support
	Mathematics
	Physical Education and Health
	Social Sciences
	Science
	Technology

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**IF YOU HAVE A COMPLAINT**

If your concern has not been resolved then or the matter is more serious then you may have a complaint.



If you are not satisfied with the outcome of your enquiries or this process:

- 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)
- 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

Also see: Harassment Policy

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