



### 3.16 ACLAND COMPLAINTS PROCEDURE

**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.

Responsibility: SLT/Director of Boarding  
Date: Term 3 2021  
Review: Term 2 2024  
Policy: Employer Responsibility Policy/3.16 Acland Complaints Procedure

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

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