



## 17. Concerns and Complaints Policy

**Catholic Character** It is important to understand that whatever content any policy is dealing with, the policy must ensure that it operates within the context of a faith community. Rosmini College must be a community whose aim is the transmission of values for living. Faith is caught through contact with people whose daily life bears witness to it.

### **Objective**

All complaints, concerns and incidents are attended to promptly, respectfully, and professionally and seek to bring effective resolution to all parties concerned.

## **Scope**

In order to maintain a safe and comfortable environment for all students, staff and visitors, an accessible procedure for handling complaints and grievances will be implemented and maintained to provide an open and fair way of resolving issues and will comply with all relevant legislation.

It is important that the school responds to complaints in a fair and consistent manner and in accordance with the relevant employment contracts, legislation, and the school's codes of conduct to:

- ensure consistency when dealing with complaints
- deal with complaints in line with set procedures
- put in place corrective or disciplinary action.

## **Application**

In complying with the policy, the Headmaster shall not fail to:

- implement and maintain robust procedures to meet the policy requirements
- ensure that the process for complaints or grievances is clearly communicated and posted on the school website (if applicable)
- ensure that the complainant has previously followed the school's concerns and complaints procedure before escalating to board level

Should the board receive a complaint regarding the Headmaster or determine that any policy violation may have occurred, the board in the first instance will consider whether this may be dealt with in an informal manner (as per the employment agreement provisions that apply to the Headmaster).

Where the board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, the board shall seek the support and advice in the first instance from an NZSTA adviser to ensure due process is followed.

The board shall advise its insurance agent of any complaint escalated to the board.

Once the dispute Resolution Scheme comes into effect, in the event that a serious dispute is not able to be resolved, the board shall advise the parent of their right to apply to the Chief Referee for the dispute to be resolved by a dispute resolution panel.

## **Guidelines:**

1. Complaints should be made in writing or in person
2. Documentation is stored in the complaints file
3. Complaints of a serious nature should be directed to the Headmaster
4. Other parties are informed at the Headmaster's discretion and appropriate action taken at that point as required
5. In cases of complaint against the Headmaster which remains unresolved in the first instance, a formal written complaint must be made to the board chair.
6. Complainants are informed by the Headmaster or board chair of the outcome of the complaint.
7. Where appropriate outside mediation may be sought from organisations such as STA, PPTA, NZEI, etc
8. In dealing with any complaints the school will act in accordance with the relevant conditions of the current employment contract(s)
9. In all cases the board in dealing with complaints will act as a good employer.

**Legislative compliance**

Education and Training Act 2020  
Relevant employment agreements  
Relevant professional standards

**Associated Process**

Concerns and complaints process

**Review schedule:** Triennially

Ratified by Board: \_\_\_\_\_

Signed for Board

\_\_\_\_\_

Date

Reviewed: \_\_\_\_\_

Signed for Board

\_\_\_\_\_

Date