

ONEHUNGA HIGH SCHOOL

COMPLAINTS PROCEDURE

This procedure should be read in conjunction with the Protected Disclosures Procedure.

Complaints against staff:

Members of the community (students, parents, staff, wider school community) are encouraged to raise issues of concern directly with the relevant staff member, or the staff member's Head of Department, Dean, or member of the Senior Management team, in an attempt to resolve the complaint to their mutual satisfaction. If the matter cannot be resolved, then these steps are to be followed:

1. Complaints against the Principal should be made to the Chairperson of the Board of Trustees.
2. Complaints against other members of the staff should be made to the Principal.
3. A complainant has the right to submit a formal written complaint to the Board of Trustees.
4. A formal written complaint against staff (other than the Principal) which is submitted directly to the Board of Trustees, will be re-directed to the Principal who will, in the first instance, attempt to resolve the complaint.
5. Procedures as outlined in the relevant collective agreement will be followed for any formal written complaints submitted to the Principal or Board of Trustees.
6. Advice may be sought from the school's lawyer and/or NZSTA. When appropriate, the school's insurer will be advised.
7. In all cases, a record of the complaint, process and resolution, must be made by the person/group endeavouring to resolve the complaint.

Complaints against a Member of the Board of Trustees:

Members of the community (students, parents, staff, wider school community) are encouraged to raise issues of concern directly with the member of the Board in an attempt to resolve the complaint to their mutual satisfaction. If the matter cannot be resolved, then these steps are to be followed:

1. Complaints against the Chairperson should be made to the Board of Trustees in writing.
2. Complaints against any other Board of Trustees' member should be submitted to the Chairperson in writing. The Chairperson will attempt to resolve the complaint with the member and the complainant.
3. In all cases, a record of the complaint, process and resolution, must be made by the person/group endeavouring to resolve the complaint.
4. Advice may be sought from the school's lawyer and/or NZSTA. When appropriate, the school's insurer will be advised.
5. Should the complaint not be resolved, the complainant may refer the matter to the Ministry of Education or the Education Review Office.