



KAIAPOI
High School

COMPLAINTS OPERATIONAL POLICY

Rationale:

The School recognizes that from time to time complaints may be lodged against staff, the Principal and Board members.

At all times attempts will be made to resolve complaints informally by the complainant, where appropriate, communicating initially with the person whose actions have given rise to the complaint. If the complainant is not satisfied then the complaint should be made, in writing, to the Principal. The School has a complaint form, which may be used.

Complaints will be treated in confidence, however in the interest of natural justice, any person included in a complaint must have the opportunity to hear all details of the complaint and formulate a reply.

The Principal will discuss all complaints with the Board Chairperson to determine the seriousness of the complaint. All complaints received by the Board Chairperson directly will be referred to the Principal in the first instance.

Responsibility:

The following table sets out the primary responsibility for complaints:

Complaint Against	Primary Responsibility	Timeline	Register held by:
Staff	Principal	Seven days	Principal's PA
Principal	Board Chair	Seven days	Board Secretary
Board Member	Board Chair	Ten days	Board Secretary
Board Chair	Ministry of Education	-	Board Secretary

If a resolution is not achieved, the complaint then moves up one step.