



Lawrence Area School COMPLAINTS POLICY

Rationale

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 code of conduct.

Purpose

1. To ensure consistency when dealing with complaints.
2. To deal with complaints in line with set procedures.
3. To put in place corrective or disciplinary action.

Guidelines

1. Complaints in the first instance should be addressed to the appropriate personnel as per the Complaints Procedure.
2. All formal complaints should be addressed in writing to the Principal.
3. A written record of all complaints must be made, and a copy of each complaint stored in a secure place.
4. All complaints must be processed in a consistent and timely manner as dictated by the Complaints Procedure.
5. In order for a complaint to be processed the Complaints Procedure must be followed.
6. If the Complaints Procedure is not adhered to then any party has the right of redress.
7. Other parties are informed at the Principal's discretion and appropriate action taken at that point as required.
8. In cases of a complaint against the Principal which remains unresolved in the first instance, a formal written complaint must be made to the BOT Chairperson.
9. Complainants are informed by the Principal or BOT Chairperson of the outcomes of the complaint.
10. Where appropriate, outside mediation may be sought from organisations such as NZSTA, PPTA, NZEI etc.
11. In dealing with any complaint the school will act in accordance with the relevant conditions of the current employment contract(s).
12. In all cases the Board will act as a good employer.

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Supporting Documents: Lawrence Area School Complaints Procedure