

TAURANGA GIRLS' COLLEGE SCHOOL BOARD
OPERATIONAL POLICY 04
Concerns and Complaints

POLICY 04 CONCERNS AND COMPLAINTS

Outcome Statement

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

Policy

The Board delegates to the Principal the full responsibility for ensuring processes are in place and operating effectively and adequately. In the event of a complaint or grievance concerning the Principal, responsibility lies with the Board. Where a complaint may lead to a request from the Ombudsman's Office or an OIA, the Principal, in consultation with the Presiding Member, will take the lead. (See addition to the Appendix Four Complaints)

Expectations and Limitations

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

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

Should the Board receive a complaint regarding the Principal 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 Principal).

Where the Board considers the degree and seriousness of the concern or any violation sufficient to warrant initiating a disciplinary or competency process, or if the content of the complaint is about employment, the Board shall seek the support and advice in the first instance from an NZSBA Adviser to ensure due process is followed.

The Board shall also 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.

Supporting Documentation

The Board will establish a Complaints Register that records all relevant details of each complaint. The steps to be taken by the Board when a complaint is received are outlined in Appendix Four.

Monitoring

On request from the Board, the Principal shall provide a summary of complaints received and a comment as to how the process worked. Note also the difference between a concern and a complaint.

Relevant Legislation

[Education and Training Act 2020](#)

Relevant Employment Agreements Relevant Professional Standards