



LYNFIELD COLLEGE

CONCERNS AND COMPLAINTS POLICY

To be read in conjunction with the Concerns and Complaints Appendices

RATIONALE

As concerns or complaints may arise, it is the Board of Trustees (the Board) responsibility to ensure that these are handled in a fair, consistent and equitable way, mindful of natural justice principles, and in accordance with the relevant employment agreements, legislation and codes of conduct.

PURPOSE

1. To enable concerns to be addressed quickly and efficiently to ensure they don't escalate to complaints
2. To ensure complaints are dealt with respectfully and with due consideration of all parties rights
3. To ensure complaints are dealt with consistently in accordance with procedures established by the Board and management
4. To put in place appropriate corrective, and/or disciplinary action, as required.

A Concern is:

An issue that may be resolved informally directly between the parties involved. Concerns are not expected to have disciplinary, legal or industrial consequences.

A Complaint is:

Any written statement about a College practice or policy that in the opinion of the complainant is deemed to be of a serious nature that disadvantages them or the College community.

Any written statement of a serious nature that indicates a member of the College community has acted illegally, unprofessionally, or in any manner which is harmful or offensive.

A Complainant can be:

Anyone.

GUIDELINES

In all cases the Board will act as a good employer and ambassador of the College. The Board's role is to ensure the concern/complaint is resolved as quickly as possible at the lowest level possible.

In dealing with any concern or complaint the College will act in accordance with the relevant conditions of the current employment agreement(s) as well as all relevant legislation pertaining to the nature of the concern/complaint on the advice of the Board's legal advisers if necessary.

Initial Steps: Common to both Concerns or Complaints:

1. All parties will follow the process set out in Appendix 1
2. To ensure the correct process is followed, the person who received the complaint (the Recipient), must first determine whether the issue is a concern or a complaint
3. To ensure the correct pathway is followed the Recipient will then determine whether it involves individuals (staff, pupils or employees of the school) or school policies or systems
4. The complainant will be advised of the process pathway
5. A complaints file will be kept by the Principal.

CONCERNS

Follow Appendix 1

Where a concern is unable to be resolved through informal discussion, or the concern reoccurs, the issue should be referred to the Board and Appendix 2 and Appendix 3 followed.

COMPLAINTS

All complaints will be referred to the Principal. The Principal will follow the complaints procedures and if of a serious nature, (following advice from external professional advisors), inform the Board Chairperson immediately. Appendix 2 and Appendix 3 will be followed.

In the case of a complaint against the Principal the complainant will be referred to the Board Chairperson who will follow Appendix 2 and Appendix 3.

Signed on behalf of the Lynfield College Board of Trustees:

Chairperson Date

THREE YEARLY REVIEW CYCLE | REVIEWED AUGUST 2018 | NEXT REVIEW AUGUST 2020

REFERENCES

- Secondary Principals' Collective Agreement
- Secondary Teachers Collective Agreement
- Support Staff in Schools' Collective Agreement
- School Caretakers' and Cleaners' Collective Agreement
- Secondary and Area School Groundstaff Collective Agreement
- The Employment Relations Act 2000