

**POLICY CONCERNING PARENT
COMMUNICATION WHERE THERE IS
AN UNRESOLVED ISSUE OR A COMPLAINT
AGAINST A STAFF MEMBER**

- 1 In the first instance the parent will contact the teacher directly (and hopefully thereafter) until the problem is resolved
- 2 If the concern continues, the parent will have an interview with the teacher and the Headmaster together to look at the situation in its widest context
- 3 If the problem lingers unresolved over a length of time the Headmaster will speak to the parent clearly outlining the school's viewpoint, strategies and intended direction for the future
- 4 If the parent remains unhappy, the final stage is to either speak directly with the Chairman of the Board or to withdraw the child forthwith
- 5 In the case of complaints about the Boarding House by students or parents, guidelines contained in Part 5 of the Education (Hostels) Regulations 2005 will be followed (see attached)

Part 5

Complaints about hostels by students or parents

67 Who may complain and how

- (1) A boarder, boarder's parent, or Board may complain to the owner of a hostel about non-compliance—
 - (a) with these regulations (for example, with the minimum standards for hostel premises and facilities in Part 3, or the code of practice relating to the management of hostels in Part 4), or some or all of the conditions of the hostel's licence, or both; and
 - (b) relating to or involving the hostel.
- (2) A complaint to an owner may be made in writing or orally.
- (3) A complaint made orally must be put in writing by the owner as soon as practicable.

68 Procedure for resolving complaints

- (1) Every owner of a hostel must facilitate the fair, simple, speedy, and efficient resolution of complaints under this Part that relate to or involve the hostel.
- (2) In particular, every owner of a hostel must ensure that—
 - (a) a complaint under this Part and relating to or involving the hostel is, if made orally, put in writing by the owner (as required by regulation 67(3)); and
 - (b) the complaint is (unless earlier resolved to the complainant's satisfaction) acknowledged in writing within 5 working days of receipt; and
 - (c) the complainant is informed of any relevant internal complaints procedures; and
 - (d) the owner's response to the complaint is documented; and
 - (e) the complainant receives a copy of all information held by the owner that is or may be relevant to the complaint; and
 - (f) the owner decides whether the complaint is justified in accordance with regulation 69.

69 Owner must decide whether complaints justified

- (1) The owner of a hostel must, within 10 working days of acknowledging a complaint under this Part (as required by regulation 68(2)(b)), decide that—
 - (a) the complaint is or is not justified; or
 - (b) additional time is needed to investigate it.
- (2) After making a decision under subclause (1)(b), the owner must—
 - (a) determine how much additional time is needed; and
 - (b) decide as soon as practicable whether the complaint is

justified.

- (3) If the owner determines under subclause (2)(a) that the additional time required to investigate the complaint is more than 20 working days, the owner must inform the complainant as soon as practicable—
 - (a) of the fact of, and reasons for, the determination under subclause (2)(a); and
 - (b) that the owner is required to decide as soon as practicable whether the complaint is justified.

70 Owner must inform complainant of decision, etc

- (1) As soon as practicable after the owner decides that a complaint under this Part is or is not justified, the owner must inform the complainant of—
 - (a) the reasons for the owner's decision that the complaint is or is not justified; and
 - (b) any actions the owner proposes to take; and
 - (c) any procedure the owner has in place to enable consideration of an appeal by the complainant against the owner's decision on the complaint; and
 - (d) the role of any relevant external agency that may (depending on the nature of the complaint and resources available at the time) be available to assist the complainant or to investigate the complaint if it is not resolved to the complainant's satisfaction.
- (2) Relevant external agencies referred to in subclause (1)(d) may include the authority, the Chief Review Officer (if the complaint relates to the provision of a safe physical and emotional environment that supports learning for students accommodated in the hostel), the Children's Commissioner, the Department of Child, Youth and Family Services, and the New Zealand Police.