

NORTHERN SOUTHLAND COLLEGE

Complaints Policy 2019



Rationale:	Northern Southland College seeks to be a responsive agent and to operate in a best practice environment.
Reference:	Ministry of Education – National Administration Guidelines (NAGs) National Administration Guideline 2.2 and National Administration Guideline 3.1 PPTA Collective Employment Agreement Support Staff in Schools Collective Employment Agreement Secondary and Area School Groundstaff Collective Agreement School Caretakers' and Cleaners' (including Canteen Workers) Collective Agreement Protected Disclosure Policy Guidelines for Transfer to Appropriate Collective Agreement Vulnerable Children Act
Purpose:	<p>The purpose of this policy is to ensure all complaints made by to the community of Northern Southland College are dealt with professionally and promptly with a solution focused approach.</p> <p>These procedures sit below those outlined in the relevant Collective Agreements and are intended to provide a solution focused low level approach to any concerns or complaints expressed by members of the Northern Southland College community. At any point employees of the Northern Southland College Board of Trustees (BOT) are entitled to use the advisory services of their relevant Union. The principles of natural justice will apply. The privacy of all parties will be preserved. Persons may ask that matters are resolved according to Maori Tikanga.</p>
Procedures:	<p>Issues raised from any source are to be identified as being either <u>'concerns'</u> or a <u>'formal complaint'</u>.</p> <p>This policy applies to the following situations:</p> <ol style="list-style-type: none"> 1. By a student against a staff member 2. By a parent against a staff member 3. By a staff member against a staff member <p>Student against student concerns sit outside this policy and are dealt with through the pastoral system at any time. However, should these incidents not be resolved satisfactorily the 'concerns' or 'formal complaints' procedures can be applied.</p> <p>Northern Southland College can be contacted through the contact details listed on the College website: http://www.nsc.school.nz</p> <p>Concerns are minor issues that would normally be resolved at a lower level.</p> <p>CONCERNS:</p> <ol style="list-style-type: none"> 1. In the first instance, issues of concern should be addressed to the individuals concerned. This may be via email, telephone or a meeting.

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2. Any concerns regarding College practice or College personnel addressed to the Board of Trustees will in the first instance be handed to the Principal for further action.
3. Where appropriate, an offer of support will be made available to the respondent. This may be an advocate, support person, Counsellor, parent or friend.
4. In most cases the situation will have a positive resolution for all parties.
5. In matters where satisfactory resolution has not occurred, the concerned party may refer concern to the person at the next highest level of authority. Concerns will follow the following steps:
 - a) Initially, the Teacher or Individual concerned
 - b) Tutor Group Teacher
 - c) Deputy Principal or Principal
 - d) Lastly, the Principal
6. Concerns from parents or caregivers may come initially through Northern Southland College Office. The Office staff will either redirect the call to the appropriate staff member or take a message to be passed on to the appropriate person.
7. Concerns from parents or caregivers will be responded to promptly. If at all possible, the College will respond within two school days of the concern being raised, even if the concern is still under investigation. A telephone call to the parent or caregiver may be all that is required to resolve their concerns.
8. Should a parent/individual not be satisfied with the outcome, they will be offered the opportunity to have it dealt with as a formal complaint.

FORMAL COMPLAINTS ARE TO BE RECEIVED IN WRITING AND TO BE DATED AND SIGNED:

FORMAL COMPLAINTS:

1. The Principal must be advised immediately of any formal complaint.
2. Any concerns, which, after investigation by the Principal are serious enough to become a complaint, will be addressed under the provisions of the relevant Collective Employment Agreement. The individual(s) concerned would be advised of this and their rights in writing. Union support at this stage is strongly advised, for non-union members an alternative support person would be advisable.
3. Formal complaints are to be handled in a manner which emphasises their serious nature and complies with the principles of justice and good practice. A formal complaint can be documented in the minutes of a formal meeting.
4. Formal complaints regarding the Deputy Principal or Assistant Principal will go to the Principal for action.
5. Formal complaints regarding the Principal will go to the Board of Trustees Chairperson.
6. Formal complaints should only be handled by the Principal or Deputy Principal.
7. A written record of all communications must be kept and a full investigation will be undertaken with the Principal

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	<p>fully informed as to the procedure and progress of the investigation.</p> <p>8. If the formal complaint involves a staff member then that staff member will be informed and offered support. The respondent has the right to select the appropriate support person. The college can recommend specific support services eg. whanau, guidance, senior teachers, union representation etc. but must ensure there is no conflict of interest. If the respondent chooses to use a paid support person (e.g. a lawyer), it is at their own expense.</p> <p>9. In the event of a student formal complaint against a staff member then the student will be supported in accordance with the College's duty of care; family, whanau will be informed and an appropriate staff member will be recommended as a College support person for the student eg. Guidance Counsellor, senior staff.</p> <p>10. A written report of the summary of the formal complaint procedure and its outcome will be made available to all parties. It is expected that a satisfactory resolution will be found. Mediation is available as required using in College personnel or the Mediation Services of the Employment Relations Authority. In the event that there is still an issue then the more formal procedures outlined in the legislation governing workplace procedures and staff / student rights may need to be pursued.</p> <p>11. If the complainant feels the Principal's performance has been unsatisfactory, they may ask the BOT Chair for an investigation under the relevant Collective Employment Agreement.</p>
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ADOPTION OF POLICY

The Adoption of Northern Southland College **Complaints Policy** was minuted during the Board Meeting held on **23 September 2019**

Signed: 

BOT Chair



Principal

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