

Policy Title:	COMPLAINTS	
Related NAGs:	5 – Provide a safe physical and emotional environment	
Approved by:	Leadership Team	For Board Meeting: August 2020
Contact:	Leadership Team	Review Date: August 2023

PURPOSE

The purpose of this policy is to outline to students, staff and the wider community Auckland Grammar School's (School) mechanism for receiving complaints in relation to the implementation of its policies, procedures, rules and regulations, and the National Administration Guidelines.

POLICY STATEMENT

The School aims to develop a culture of excellence through the consistent application of clearly articulated and fairly applied systems, rules and regulations, and practices.

The provision of a system for individuals to express concern allows the School to respond to queries and review its practices.

RESPONSIBILITIES

The School will:

- Articulate and make available to the School community, clearly defined policies, procedures, rules and regulations.
- Provide ready access to its policies and procedures, while continually raising the awareness of best practice to staff.
- Address complaints in line with set procedures in a timely and consistent manner.

RELATED DOCUMENTS

- *Education and Training Act 2020*
- *Crimes Act 1961*
- NZQA Assessment Procedures
- Cambridge Assessment International Education Handbook
- All School Policies and Procedures

APPENDICES

Appendix I: General Complaints Procedure

Appendix II: Complaints regarding Board employees



APPENDIX I: General Complaints Procedure

Complaints may be from students, parents/legal guardians, staff members, Board members or other members of the School community.

Complaints need to be in writing, or put in writing by a representative of the School as soon as practicable if the complainant is unable to put it in writing.

Procedure for resolving complaints

1. Following receipt of a complaint, the Headmaster or the Headmaster's representative will:
 - Send an acknowledgement of receipt to the complainant.
 - Inform the complainant of any relevant internal complaint procedure.
 - Consider the complaint and reach a decision regarding outcome/s. As part of that, either the Headmaster or another person appointed by the Headmaster, may undertake an investigation into the complaint.
 - The Headmaster (or the Headmaster's representative) will make a decision in relation to the complaint as soon as practicable. The Headmaster will communicate with the complainant regarding timeframes.

2. After making a decision:

Subject to their privacy and confidentiality obligations, the Headmaster or the Headmaster's representative will generally inform the complainant of:

- the Headmaster's (or their representative's) decision in relation to the complaint and the reasons for that decision; and
- any actions the Headmaster (or their representative) proposes to take as a result.

Application of other School policies

The above procedure is the School's general procedure applying to complaints received. However, where the School has a specific policy addressing a certain type of complaint, the procedure set out within that policy will apply. For example, the School's Inclusiveness and Anti-Bullying Policy will apply to bullying complaints.

Appendix II: Complaints regarding Board Employees:

Complaints about School employees may be from students, parents/legal guardians, staff members, Board members, or other members of the School community.

Complaints need to be in writing, or put in writing by a representative of the School as soon as practicable if the complainant is unable to put it in writing.

Procedure for resolving complaints about staff:

1. The Headmaster or the Headmaster's representative will:

- send an acknowledgement of receipt to the complainant;
- inform the complainant of any relevant internal complaint procedures.
- Consider the complaint and reach a decision regarding outcome/s. As part of that, either the Headmaster or another person appointed by the Headmaster, may undertake an investigation into the complaint.
- The employee (who is the subject of the complaint) will have an opportunity to be heard, and will be provided with relevant information regarding the allegations against them, before any decisions are made.
- The Headmaster (or the Headmaster's representative) will make a decision in relation to the complaint as soon as practicable. The Headmaster (or the Headmaster's representative) will communicate with the complainant and the employee (who is the subject of the complaint) regarding timeframes.

2. After making decision:

Subject to their privacy and confidentiality obligations, the Headmaster or the Headmaster's representative will generally inform the complainant of:

- the Headmaster's (or their representative's) decision and the reasons for that decision; and
- any actions the Headmaster (or their representative) proposes to take as a result.

Procedure for resolving complaints about the Headmaster:

1. The Board Chairman or the Chairman's representative will:

- send an acknowledgement of receipt to the complainant.
- inform the complainant of any relevant internal complaint procedures.
- Consider the complaint and reach a decision regarding outcome/s. As part of that, either the Board Chairman or another person appointed by the Chairman, may undertake an investigation into the complaint.
- The Headmaster will have an opportunity to be heard, and will be provided with relevant information regarding the allegations against them, before any decisions are made.
- The Board Chairman (or the Chairman's representative) will make a decision in relation to the complaint as soon as practicable. The Board Chairman (or the Chairman's representative) will communicate with the complainant and the Headmaster regarding timeframes.

2. After making decision:

Subject to their privacy and confidentiality obligations, the Board Chairman or the Chairman's representative will generally inform the complainant of:

- The Board's decision and the reasons for that decision; and
- any actions the Board proposes to take as a result.

Protocols when resolving all staff complaints:

1. In all cases, the Board or Headmaster will deal with complaints by acting as a good employer.
2. In dealing with a complaint regarding a School employee, the Board or Headmaster will act in accordance with relevant provisions of the current Collective Employment Agreement(s).
3. Complaints will be dealt with in due regard to the principles of natural justice and any relevant statutory obligations.
4. Where appropriate, outside mediation may be sought (or requested) from organisations such as MBIE's Mediation Services, NZSTA, PPTA, NZEI, etc.
5. Where appropriate, independent counselling and/or guidance may be offered to students and/or Board employees during an investigation process.

